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
680061959404		CTE_Credit		Alorica - CT 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 02:32:49 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	Offer 18 month, Monthly Flat Plan	3.4	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	Offer and provide benefits of Weatherization	3.5	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	Offer RRES & ESS	3.6	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	Discuss/Explain Review Officer	3.7	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	Soft Skills Using Template	3.8	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	Comments on Middle:	3.9	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	Closing	Update RECAP	4.1	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	Closing	Documentation & followed proper procedure	4.2	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	Closing	Comments on Closing:	4.3	textarea	t it	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	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	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	First Contact Resolution	Comments on First Contact Resolution:	5.2	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	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	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	Type of Call	Comments on Type of Call:	6.2	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
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680061702884		CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		29 Aug, 2025 03:22:25 PM	29 Aug, 2025 03:27:42 PM	27 Aug, 2025 04:15:20 PM	0:07:00	85	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		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 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT 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 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		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 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		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 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	90	External
680062052757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 03:43:03 PM	29 Aug, 2025 03:50:30 PM	29 Aug, 2025 03:15:40 PM	0:07:28	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
680062033110	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			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 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT 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 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			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 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		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 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062033110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 03:48:08 PM	29 Aug, 2025 03:53:01 PM	29 Aug, 2025 02:14:32 PM	0:10:02	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			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 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT 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 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			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 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		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 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062061362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:02:55 PM	29 Aug, 2025 04:05:25 PM	29 Aug, 2025 03:40:07 PM	0:05:01	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			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 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT 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 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	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
680062027891	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			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 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		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 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062027891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:05:53 PM	29 Aug, 2025 04:11:12 PM	29 Aug, 2025 02:38:49 PM	0:09:42	95	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			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 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT 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 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
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680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			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 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		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 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062044026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:28:16 PM	29 Aug, 2025 04:31:41 PM	29 Aug, 2025 02:45:26 PM	0:11:36	90	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			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 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT 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 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	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
680062020692		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692		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 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692		CTE_Credit		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 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062020692		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:27:22 PM	29 Aug, 2025 04:32:43 PM	29 Aug, 2025 01:40:15 PM	0:07:16	100	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		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 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		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 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		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 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		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 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		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 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		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 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062074257		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:38:35 PM	29 Aug, 2025 04:47:59 PM	29 Aug, 2025 04:18:17 PM	0:11:45	95	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		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 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT 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 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		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 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		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 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680062014196		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:41:14 PM	29 Aug, 2025 04:56:11 PM	29 Aug, 2025 01:29:17 PM	0:11:59	85	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		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 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	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
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT 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 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		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 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		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 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680061919502		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 04:46:05 PM	29 Aug, 2025 04:59:14 PM	28 Aug, 2025 06:20:25 PM	0:09:47	95	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		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 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		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 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		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 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		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 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		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 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		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 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062020925		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 05:31:54 PM	29 Aug, 2025 05:43:23 PM	29 Aug, 2025 01:37:49 PM	0:10:07	90	External
680062042366		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		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 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		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 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		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 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		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 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	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
680062042366	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			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 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			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 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062042366			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 06:00:17 PM	29 Aug, 2025 06:06:57 PM	29 Aug, 2025 02:42:40 PM	0:07:38	90	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			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 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			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 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			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 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			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 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			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 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			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 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680062079498			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 06:22:33 PM	29 Aug, 2025 06:26:34 PM	29 Aug, 2025 04:36:48 PM	0:10:57	95	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			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 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT 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 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	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
680061325819	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			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 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		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 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680061325819			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 06:51:52 PM	29 Aug, 2025 06:54:52 PM	25 Aug, 2025 05:09:50 PM	0:21:50	85	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			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 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT 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 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			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 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		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 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062095765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 06:46:02 PM	29 Aug, 2025 07:13:53 PM	29 Aug, 2025 05:26:55 PM	0:12:31	90	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			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 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT 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 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
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680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			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 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	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
680062099338	[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]	29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680062099338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:23:23 PM	29 Aug, 2025 07:41:40 PM	29 Aug, 2025 05:40:06 PM	0:10:08	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			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 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			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 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
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680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			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 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			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 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			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 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061292492			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:38:43 PM	29 Aug, 2025 07:43:10 PM	25 Aug, 2025 03:34:08 PM	0:04:34	100	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			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 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT 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 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			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 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		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 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
680061882414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:47:22 PM	28 Aug, 2025 04:14:29 PM	0:16:10	90	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			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 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			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 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			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 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	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
677930104902	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			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 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			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 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			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 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
677930104902			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:45:20 PM	29 Aug, 2025 07:49:34 PM	01 Aug, 2025 02:50:01 PM	0:04:35	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			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 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			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 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			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 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			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 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			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 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			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 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997524046			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:50:04 PM	29 Aug, 2025 07:51:47 PM	12 Aug, 2025 02:21:52 PM	0:04:47	100	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			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 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			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 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			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 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			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 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	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
678997806617	[redacted]		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			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 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			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 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
678997806617			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:55:33 PM	29 Aug, 2025 07:57:11 PM	13 Aug, 2025 07:05:31 PM	0:04:34	95	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			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 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT 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 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			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 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		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 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680061818205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 07:58:17 PM	29 Aug, 2025 08:03:59 PM	28 Aug, 2025 12:42:55 PM	0:04:42	70	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			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 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT 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 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			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 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		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 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062021807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 08:06:13 PM	29 Aug, 2025 08:07:58 PM	29 Aug, 2025 01:41:07 PM	0:14:04	90	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	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
680062061192	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			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 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT 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 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			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 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		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 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680062061192			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 08:05:43 PM	29 Aug, 2025 08:25:11 PM	29 Aug, 2025 03:38:51 PM	0:10:54	95	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			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 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			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 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			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 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			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 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			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 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			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 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680061999571			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Aug, 2025 08:40:59 PM	29 Aug, 2025 08:58:45 PM	29 Aug, 2025 12:19:11 PM	0:10:28	100	External
680062072838			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			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 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			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 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			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 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			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 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External

Master Contact	[redacted]	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
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		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 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		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 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062072838		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		29 Aug, 2025 09:06:48 PM	29 Aug, 2025 09:14:45 PM	29 Aug, 2025 04:15:43 PM	0:13:28	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		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 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT 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 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		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 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		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 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062063339		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		29 Aug, 2025 09:17:44 PM	29 Aug, 2025 09:26:04 PM	29 Aug, 2025 03:44:46 PM	0:09:24	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		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 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		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 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		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 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		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 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504		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 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	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
680062151504	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504			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 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151504			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	29 Aug, 2025 09:39:17 PM	29 Aug, 2025 09:45:53 PM	29 Aug, 2025 08:18:54 PM	0:11:19	100	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			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 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			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 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			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 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			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 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			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 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			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 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062151541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	29 Aug, 2025 09:30:07 PM	29 Aug, 2025 09:49:19 PM	29 Aug, 2025 08:20:06 PM	0:11:10	95	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292477			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	02 Sep, 2025 01:20:02 PM	02 Sep, 2025 01:43:58 PM	02 Sep, 2025 12:03:16 PM	0:13:36	85	External
680062292332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	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
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062292332	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Sep, 2025 01:46:28 PM	02 Sep, 2025 02:01:28 PM	02 Sep, 2025 12:04:05 PM	0:14:28	95	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	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	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	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	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	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	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062293674	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Sep, 2025 01:27:32 PM	02 Sep, 2025 02:08:42 PM	02 Sep, 2025 12:44:58 PM	0:14:25	90	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	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
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062292473		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 02:40:21 PM	02 Sep, 2025 02:57:39 PM	02 Sep, 2025 12:48:11 PM	0:14:30	85	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062294622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 02:42:54 PM	02 Sep, 2025 03:11:42 PM	02 Sep, 2025 01:08:43 PM	0:26:01	90	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		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		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		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		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	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
680062342010	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			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		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062342010			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 03:23:05 PM	02 Sep, 2025 03:41:20 PM	02 Sep, 2025 02:50:43 PM	0:09:58	85	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062294443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 03:25:07 PM	02 Sep, 2025 03:51:16 PM	02 Sep, 2025 01:06:17 PM	0:13:28	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	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
680062296284	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062296284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Sep, 2025 02:44:51 PM	02 Sep, 2025 04:23:52 PM	02 Sep, 2025 01:22:54 PM	0:23:36	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			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	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			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	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			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	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062303304			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Sep, 2025 04:03:51 PM	02 Sep, 2025 04:26:55 PM	02 Sep, 2025 12:51:41 PM	0:14:10	95	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062418067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Sep, 2025 05:48:46 PM	02 Sep, 2025 05:59:43 PM	02 Sep, 2025 05:18:19 PM	0:10:12	90	External
680062293040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
680062293040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
680062293040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
680062293040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	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
6800622930401	[redacted]	[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]	02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800622930401			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		02 Sep, 2025 06:19:00 PM	02 Sep, 2025 06:31:34 PM	02 Sep, 2025 01:02:16 PM	0:14:32	100	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624301127			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		02 Sep, 2025 06:15:44 PM	02 Sep, 2025 06:36:28 PM	02 Sep, 2025 05:48:09 PM	0:11:47	95	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
6800624129177			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	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
680062412917	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062412917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 06:50:27 PM	02 Sep, 2025 07:02:35 PM	02 Sep, 2025 05:08:46 PM	0:08:25	100	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062302994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 07:03:30 PM	02 Sep, 2025 07:16:14 PM	02 Sep, 2025 01:36:02 PM	0:09:15	95	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	100	External
680062394639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 07:21:53 PM	02 Sep, 2025 07:34:35 PM	02 Sep, 2025 04:20:55 PM	0:08:44	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
680062340624	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062340624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 07:59:55 PM	02 Sep, 2025 08:10:55 PM	02 Sep, 2025 02:37:56 PM	0:13:22	95	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062426965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 07:44:22 PM	02 Sep, 2025 08:15:38 PM	02 Sep, 2025 05:45:24 PM	0:12:55	70	External
680062293132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	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
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062293132		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 08:03:37 PM	02 Sep, 2025 08:16:10 PM	02 Sep, 2025 12:56:18 PM	0:21:16	100	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062330953		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 03:31:57 PM	02 Sep, 2025 08:34:25 PM	02 Sep, 2025 02:21:25 PM	0:12:37	80	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		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		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		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		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
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680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External

Master Contact	[redacted]	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
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		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		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062440331		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 08:25:52 PM	02 Sep, 2025 08:37:33 PM	02 Sep, 2025 06:18:04 PM	0:09:39	95	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062412366		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Sep, 2025 08:31:09 PM	02 Sep, 2025 08:42:43 PM	02 Sep, 2025 05:03:24 PM	0:07:56	85	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	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
680062472257	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062472257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Sep, 2025 08:37:31 PM	02 Sep, 2025 08:49:14 PM	02 Sep, 2025 07:42:52 PM	0:11:11	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062380975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 10:24:40 AM	03 Sep, 2025 10:35:51 AM	02 Sep, 2025 03:52:56 PM	0:09:06	95	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062309168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 10:40:55 AM	03 Sep, 2025 11:02:42 AM	02 Sep, 2025 01:47:33 PM	0:09:22	100	External
680062514082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
680062514082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
680062514082			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External

Master Conf	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800625140	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 10:59:13 AM	03 Sep, 2025 11:12:11 AM	02 Sep, 2025 09:48:02 PM	0:12:28	100	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624835	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 11:46:16 AM	03 Sep, 2025 11:56:33 AM	02 Sep, 2025 08:05:45 PM	0:08:45	80	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
6800624991	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	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
680062499116	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062499116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 11:57:01 AM	03 Sep, 2025 12:16:04 PM	02 Sep, 2025 08:56:53 PM	0:13:21	70	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			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	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			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	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure			03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			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	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062435025			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 12:20:50 PM	03 Sep, 2025 12:51:07 PM	02 Sep, 2025 06:03:05 PM	0:17:42	90	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Ques	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062296064	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesn	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	03 Sep, 2025 12:45:33 PM	03 Sep, 2025 12:56:46 PM	02 Sep, 2025 01:13:12 PM	0:10:08	95	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesn	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062296888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	03 Sep, 2025 12:41:33 PM	03 Sep, 2025 12:57:39 PM	02 Sep, 2025 01:16:17 PM	0:14:39	90	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	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
680062439634		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062439634		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 01:15:30 PM	03 Sep, 2025 01:30:27 PM	02 Sep, 2025 06:20:16 PM	0:09:25	60	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062548562		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 01:02:34 PM	03 Sep, 2025 01:32:30 PM	03 Sep, 2025 12:41:00 PM	0:09:48	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External

Master Contact	Skill	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062478782	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062478782	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 01:46:16 PM	03 Sep, 2025 01:57:04 PM	02 Sep, 2025 07:52:35 PM	0:12:28	100	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062515165	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 01:42:38 PM	03 Sep, 2025 03:16:30 PM	02 Sep, 2025 09:55:21 PM	0:11:45	65	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062312078	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	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
680062312078	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 04:04:42 PM	03 Sep, 2025 04:11:22 PM	02 Sep, 2025 01:53:08 PM	0:11:07	85	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
680062516028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 03:56:36 PM	03 Sep, 2025 04:13:29 PM	02 Sep, 2025 09:59:45 PM	0:14:06	90	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
681098615325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 04:10:36 PM	03 Sep, 2025 04:31:09 PM	03 Sep, 2025 03:35:20 PM	0:11:45	100	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	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
680062509564	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			[redacted]	03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
680062509564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		03 Sep, 2025 01:29:10 PM	03 Sep, 2025 04:45:01 PM	02 Sep, 2025 09:32:52 PM	0:28:23	90	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	e P	03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098614877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		03 Sep, 2025 04:58:48 PM	03 Sep, 2025 05:11:15 PM	03 Sep, 2025 03:33:00 PM	0:09:58	85	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	e	03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			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		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			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		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	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
681098583905	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			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		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
681098583905			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 04:50:06 PM	03 Sep, 2025 05:24:06 PM	03 Sep, 2025 02:15:23 PM	0:17:32	95	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062489835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 05:49:52 PM	03 Sep, 2025 06:07:29 PM	02 Sep, 2025 08:28:00 PM	0:11:00	75	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	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
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062298992		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 05:39:16 PM	03 Sep, 2025 06:17:38 PM	02 Sep, 2025 01:30:02 PM	0:18:47	90	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
680062556462		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 06:26:51 PM	03 Sep, 2025 06:39:05 PM	03 Sep, 2025 02:11:09 PM	0:10:33	95	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098559642	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098559642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		03 Sep, 2025 06:20:15 PM	03 Sep, 2025 06:54:04 PM	03 Sep, 2025 01:14:15 PM	0:15:23	90	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
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681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098596712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		03 Sep, 2025 06:58:38 PM	03 Sep, 2025 07:59:19 PM	03 Sep, 2025 03:41:04 PM	0:17:19	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	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
681098605711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098605711		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 04:20:06 PM	03 Sep, 2025 08:15:48 PM	03 Sep, 2025 03:06:33 PM	0:06:21	95	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
681098656820		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Sep, 2025 08:13:03 PM	03 Sep, 2025 08:25:06 PM	03 Sep, 2025 05:27:39 PM	0:13:03	85	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	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
680062495171	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
680062495171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Sep, 2025 08:00:54 PM	03 Sep, 2025 08:39:45 PM	02 Sep, 2025 08:48:57 PM	0:15:02	90	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			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 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			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 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			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 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098677125			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Sep, 2025 10:41:02 AM	04 Sep, 2025 11:00:20 AM	03 Sep, 2025 06:26:14 PM	0:11:13	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			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 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			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 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			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 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098571525			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	04 Sep, 2025 11:06:26 AM	04 Sep, 2025 11:18:59 AM	03 Sep, 2025 01:34:43 PM	0:09:40	100	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	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
681098614156	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT 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 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		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 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
681098614156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 11:14:42 AM	04 Sep, 2025 11:29:14 AM	03 Sep, 2025 03:33:47 PM	0:13:22	75	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT 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 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		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 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
680062549903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 11:38:36 AM	04 Sep, 2025 11:41:47 AM	03 Sep, 2025 12:42:58 PM	0:09:29	100	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			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 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			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 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	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
681098716044	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			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 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098716044			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		04 Sep, 2025 11:25:45 AM	04 Sep, 2025 11:43:18 AM	03 Sep, 2025 08:19:21 PM	0:12:08	95	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT 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 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		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 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
681098694466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		04 Sep, 2025 11:43:25 AM	04 Sep, 2025 11:55:08 AM	03 Sep, 2025 07:17:52 PM	0:11:01	85	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT 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 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	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
680062506046		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	wo	04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046		CTE_Credit		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 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
680062506046		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 12:00:09 PM	04 Sep, 2025 12:09:46 PM	02 Sep, 2025 09:20:09 PM	0:09:37	75	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		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 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		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 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	dded	04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		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 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
681098612146		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 11:49:13 AM	04 Sep, 2025 12:13:43 PM	03 Sep, 2025 03:23:14 PM	0:13:33	55	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT 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 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		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 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External
680062449088		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 11:24:32 AM	04 Sep, 2025 12:24:52 PM	02 Sep, 2025 06:41:15 PM	0:17:37	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098724775	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT 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 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		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 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
681098724775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	04 Sep, 2025 12:13:38 PM	04 Sep, 2025 12:28:01 PM	03 Sep, 2025 08:48:14 PM	0:11:34	80	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			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 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			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 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			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 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
680062295526			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	04 Sep, 2025 12:29:15 PM	04 Sep, 2025 12:58:10 PM	02 Sep, 2025 01:07:43 PM	0:18:05	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			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 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	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
681098704020	[redacted]	[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]	04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			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 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098704020			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 12:48:59 PM	04 Sep, 2025 01:01:49 PM	03 Sep, 2025 07:43:21 PM	0:11:51	100	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT 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 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		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 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
681098644574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 01:03:45 PM	04 Sep, 2025 01:18:08 PM	03 Sep, 2025 04:55:08 PM	0:12:05	90	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT 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 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062500224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
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680062500224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224		CTE_Credit		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 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
680062500224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		04 Sep, 2025 01:29:29 PM	04 Sep, 2025 01:31:37 PM	02 Sep, 2025 09:21:47 PM	0:08:55	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT 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 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		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 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098717031		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		04 Sep, 2025 01:33:26 PM	04 Sep, 2025 01:45:47 PM	03 Sep, 2025 08:22:55 PM	0:09:10	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		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 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		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 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098688638		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 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External

Master Contact	Agent Name	Team	Skill	rm Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098688638	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	04 Sep, 2025 01:25:21 PM	04 Sep, 2025 01:49:04 PM	03 Sep, 2025 06:59:16 PM	0:15:37	95	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			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		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			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		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			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		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098664891			CTE_Credit	orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 01:30:53 PM	04 Sep, 2025 01:58:43 PM	03 Sep, 2025 05:50:13 PM	0:14:38	100	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			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		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			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		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	pe	04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			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		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098716376			CTE_Credit	orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 01:38:43 PM	04 Sep, 2025 02:08:07 PM	03 Sep, 2025 08:22:10 PM	0:06:28	85	External
681098769023			CTE_Credit	orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	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
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT 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 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		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 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098769023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 01:59:15 PM	04 Sep, 2025 02:14:40 PM	04 Sep, 2025 01:07:36 PM	0:11:44	95	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		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 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		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 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
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681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		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 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
681098728204		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 02:03:13 PM	04 Sep, 2025 02:26:25 PM	03 Sep, 2025 08:59:32 PM	0:10:12	85	External
680062310491		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491		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 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
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680062310491		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 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	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
680062310491	[redacted]		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
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680062310491			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 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
680062310491			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 02:10:32 PM	04 Sep, 2025 02:46:54 PM	02 Sep, 2025 01:49:56 PM	0:19:02	90	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT 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 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
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681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		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 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098697520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 02:49:05 PM	04 Sep, 2025 03:00:54 PM	03 Sep, 2025 07:28:36 PM	0:10:16	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			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 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			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 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	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
681098766305	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305		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 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098766305		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 02:45:01 PM	04 Sep, 2025 03:15:14 PM	04 Sep, 2025 12:22:13 PM	0:11:14	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT 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 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		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 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098710489		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 04:29:02 PM	04 Sep, 2025 04:41:42 PM	03 Sep, 2025 08:46:48 PM	0:09:57	95	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT 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 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	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
681098619815		CTE_Credit		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 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098619815		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 04:58:42 PM	04 Sep, 2025 05:09:40 PM	03 Sep, 2025 03:42:32 PM	0:11:54	90	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		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 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		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 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
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681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		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 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098595695		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 04:55:37 PM	04 Sep, 2025 05:13:02 PM	03 Sep, 2025 02:38:30 PM	0:13:24	100	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT 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 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
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681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
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681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
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681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
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681098615262		CTE_Credit		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 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098615262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 03:02:02 PM	04 Sep, 2025 05:19:10 PM	03 Sep, 2025 03:29:47 PM	0:08:10	70	External
681098816763		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	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
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[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]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[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]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[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]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[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]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098816763	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	04 Sep, 2025 05:18:42 PM	04 Sep, 2025 05:39:49 PM	04 Sep, 2025 03:03:42 PM	0:10:06	100	External
681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[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]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
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681098817020	[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]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
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681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
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681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[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]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[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]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
681098817020	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	04 Sep, 2025 05:20:44 PM	04 Sep, 2025 05:42:17 PM	04 Sep, 2025 03:10:24 PM	0:10:16	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
680062423156	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	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
680062423156	[redacted]		CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	04 Sep, 2025 05:50:14 PM	04 Sep, 2025 06:02:20 PM	02 Sep, 2025 06:21:06 PM	0:17:34	100	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			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 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			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 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			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 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098785400			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 05:48:03 PM	04 Sep, 2025 06:07:29 PM	04 Sep, 2025 01:34:22 PM	0:10:13	90	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT 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 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		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 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098655161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 06:14:14 PM	04 Sep, 2025 06:30:53 PM	03 Sep, 2025 05:22:07 PM	0:08:10	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT 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 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	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
681098791066	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		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 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098791066			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 06:40:58 PM	04 Sep, 2025 07:02:35 PM	04 Sep, 2025 01:53:02 PM	0:11:30	100	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT 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 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		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 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098658351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 02:24:16 PM	04 Sep, 2025 07:12:03 PM	03 Sep, 2025 05:32:21 PM	0:15:48	65	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			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 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			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 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	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
681098730298	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			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		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098730298			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Sep, 2025 07:11:40 PM	04 Sep, 2025 07:18:40 PM	03 Sep, 2025 09:04:29 PM	0:12:48	75	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT 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 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		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 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098836728			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 Sep, 2025 07:25:42 PM	04 Sep, 2025 07:26:31 PM	04 Sep, 2025 04:00:42 PM	0:08:51	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT 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 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	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
681098780366	[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]	04 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
681098780366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 07:13:43 PM	04 Sep, 2025 07:39:51 PM	04 Sep, 2025 01:23:45 PM	0:15:58	100	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT 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 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		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 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062430771			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 07:37:02 PM	04 Sep, 2025 07:51:09 PM	02 Sep, 2025 05:53:27 PM	0:12:40	60	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT 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 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		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 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 PM	0:15:23	100	External
680062514385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 07:44:51 PM	04 Sep, 2025 08:11:24 PM	02 Sep, 2025 09:49:42 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
681098894098	Natasha Chowdhury	Alorica_Paul_K	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT 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 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		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 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098894098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 08:07:41 PM	04 Sep, 2025 08:12:07 PM	04 Sep, 2025 06:53:20 PM	0:08:58	100	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT 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 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		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 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098881610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Sep, 2025 08:27:26 PM	04 Sep, 2025 08:36:53 PM	04 Sep, 2025 06:13:32 PM	0:09:53	75	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	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
681098942804	[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]	05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			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 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			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 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098942804			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 10:18:23 AM	05 Sep, 2025 10:37:01 AM	04 Sep, 2025 09:31:44 PM	0:12:24	85	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
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681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT 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 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
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681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		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 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098859824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 10:28:13 AM	05 Sep, 2025 10:40:10 AM	04 Sep, 2025 05:11:15 PM	0:09:40	80	External
681098874430			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430			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		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	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
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681098874430		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		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
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681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		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		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098874430		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 10:38:05 AM	05 Sep, 2025 10:49:07 AM	04 Sep, 2025 05:50:48 PM	0:09:26	100	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT 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 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
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681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		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 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098943685		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 10:43:28 AM	05 Sep, 2025 10:56:06 AM	04 Sep, 2025 09:37:15 PM	0:09:31	90	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
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681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT 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 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	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
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681098942793	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793	CTE_Credit		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 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098942793	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 11:06:11 AM	05 Sep, 2025 11:15:36 AM	04 Sep, 2025 09:33:52 PM	0:13:02	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT 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 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		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 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098849451	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 11:30:02 AM	05 Sep, 2025 11:38:57 AM	04 Sep, 2025 05:32:11 PM	0:10:39	95	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	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 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	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 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
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681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
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681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
681098583931	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 PM	0:07:33	100	External
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681098583931	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 Sep, 2025 11:43:25 AM	05 Sep, 2025 11:51:48 AM	03 Sep, 2025 02:07:54 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
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681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[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]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[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]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[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]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[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 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
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681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
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681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	05 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
681098940389	[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 Sep, 2025 11:40:10 AM	05 Sep, 2025 12:00:02 PM	04 Sep, 2025 09:27:12 PM	0:14:48	95	External
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681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[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]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[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]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
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681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[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 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
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681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[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 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[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]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098710037	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	05 Sep, 2025 11:54:26 AM	05 Sep, 2025 12:03:44 PM	03 Sep, 2025 08:42:59 PM	0:09:11	80	External
681098879661	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661	[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]	05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661	[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]	05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661	[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]	05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Ques	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesn		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098879661		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		05 Sep, 2025 12:03:24 PM	05 Sep, 2025 12:24:27 PM	04 Sep, 2025 06:14:39 PM	0:09:33	95	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
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681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
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681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesn		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098775376		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta		05 Sep, 2025 12:18:27 PM	05 Sep, 2025 12:29:53 PM	04 Sep, 2025 01:01:10 PM	0:08:06	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		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	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		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	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	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
681098787955		CTE_Credit_Span	Guadelupe Colorado	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		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 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098787955		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 12:23:29 PM	05 Sep, 2025 12:34:38 PM	04 Sep, 2025 01:42:55 PM	0:08:04	90	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT 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 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
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681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		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 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098782123		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 11:45:30 AM	05 Sep, 2025 12:42:50 PM	04 Sep, 2025 01:27:58 PM	0:10:46	95	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT 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 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	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
681098946363			CTE_Credit		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 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098946363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 01:43:15 PM	05 Sep, 2025 01:52:44 PM	04 Sep, 2025 09:49:10 PM	0:13:51	80	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT 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 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		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 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098932775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 12:29:45 PM	05 Sep, 2025 01:53:47 PM	04 Sep, 2025 09:34:17 PM	0:16:32	100	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT 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 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		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 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 01:49:32 PM	05 Sep, 2025 01:57:28 PM	04 Sep, 2025 08:13:17 PM	0:09:19	85	External
681098918621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	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
681098918621		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 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		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 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		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 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098918621		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 12:41:43 PM	05 Sep, 2025 02:17:19 PM	04 Sep, 2025 08:07:46 PM	0:09:42	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT 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 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08.	05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		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 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098941265		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 02:08:42 PM	05 Sep, 2025 02:18:34 PM	04 Sep, 2025 09:26:12 PM	0:10:38	95	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT 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 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	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
681098735757	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		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 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098735757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 01:56:15 PM	05 Sep, 2025 02:24:20 PM	03 Sep, 2025 09:29:04 PM	0:12:03	85	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			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 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			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 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			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 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098687598			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 02:17:32 PM	05 Sep, 2025 02:31:37 PM	03 Sep, 2025 06:56:50 PM	0:10:41	100	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT 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 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	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
681098835012		CTE_Credit		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 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098835012		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 02:26:40 PM	05 Sep, 2025 02:55:48 PM	04 Sep, 2025 04:00:39 PM	0:19:27	95	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT 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 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		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 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098986296		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 03:07:44 PM	05 Sep, 2025 03:20:01 PM	05 Sep, 2025 01:31:01 PM	0:09:00	90	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		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 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		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 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		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 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098854445		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 03:41:15 PM	05 Sep, 2025 03:50:14 PM	04 Sep, 2025 04:52:54 PM	0:12:10	95	External
681098948143		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143		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		05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143		CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	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
681098948143	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	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
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681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	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	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098948143	CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Sep, 2025 02:54:52 PM	05 Sep, 2025 04:08:53 PM	04 Sep, 2025 10:02:07 PM	0:13:00	95	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:			05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT 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 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:			05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		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 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098935352	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Sep, 2025 04:04:57 PM	05 Sep, 2025 04:17:47 PM	04 Sep, 2025 09:09:16 PM	0:10:15	75	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT 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 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	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
681098926440	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		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 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681098926440		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 04:06:55 PM	05 Sep, 2025 04:38:49 PM	04 Sep, 2025 08:37:57 PM	0:15:19	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT 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 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		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 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681099028978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 04:29:56 PM	05 Sep, 2025 04:45:44 PM	05 Sep, 2025 03:37:42 PM	0:09:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT 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 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098988710		CTE_Credit		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 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External

Master Contact	Agent Name	Team	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
681098988710	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 04:54:04 PM	05 Sep, 2025 05:08:42 PM	05 Sep, 2025 01:37:39 PM	0:08:40	100	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT 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 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		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 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098928865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 04:55:12 PM	05 Sep, 2025 05:15:59 PM	04 Sep, 2025 08:46:36 PM	0:17:34	70	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			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 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			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 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
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681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			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 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098967134			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 04:53:03 PM	05 Sep, 2025 05:20:14 PM	05 Sep, 2025 12:06:23 PM	0:24:04	100	External
681098972290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External

Master Contact	Agent Name	Team	Skill	orm Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681098972290	[redacted]	[redacted]	CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			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	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			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	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			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	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098972290			CTE_Credit	orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	05 Sep, 2025 05:32:13 PM	05 Sep, 2025 05:36:45 PM	05 Sep, 2025 12:42:10 PM	0:12:41	95	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			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	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			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	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			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	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098931367			CTE_Credit	orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	05 Sep, 2025 05:24:02 PM	05 Sep, 2025 05:47:08 PM	04 Sep, 2025 08:52:35 PM	0:12:45	80	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	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	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	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	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment	orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	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
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			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		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098982246			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 05:41:28 PM	05 Sep, 2025 05:53:06 PM	05 Sep, 2025 01:38:12 PM	0:14:55	85	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			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 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			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 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			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 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681098889991			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 05:27:22 PM	05 Sep, 2025 06:00:34 PM	04 Sep, 2025 06:44:12 PM	0:14:36	80	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT 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 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External

Master Contact	Agent Name	Team	Skill	orm Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099012445	A	[redacted]	CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445	A		CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445	A		CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445	A		CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
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681099012445	A		CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445	A		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		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099012445	A		CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 05:52:59 PM	05 Sep, 2025 06:06:52 PM	05 Sep, 2025 02:51:28 PM	0:09:59	100	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
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681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		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		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		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		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		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		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681099040024	C		CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 06:09:50 PM	05 Sep, 2025 06:22:52 PM	05 Sep, 2025 04:12:21 PM	0:11:28	90	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	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		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	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		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
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681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
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681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	95	External
681098997330	P		CTE_Credit_Escalation	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 06:20:26 PM	05 Sep, 2025 06:27:04 PM	05 Sep, 2025 02:10:21 PM	0:08:52	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
681099027503	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
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681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			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		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			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		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			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		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
681099027503			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 06:35:44 PM	05 Sep, 2025 06:45:21 PM	05 Sep, 2025 03:43:55 PM	0:07:08	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
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680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT 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 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		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 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
680062508370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 06:12:21 PM	05 Sep, 2025 06:55:59 PM	02 Sep, 2025 09:34:38 PM	0:21:52	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	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
681098966288	[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]	05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT 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 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		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 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098966288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 06:59:28 PM	05 Sep, 2025 07:13:47 PM	05 Sep, 2025 12:06:18 PM	0:12:20	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT 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 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
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681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		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 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098971848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 07:17:18 PM	05 Sep, 2025 07:37:59 PM	05 Sep, 2025 12:56:17 PM	0:23:26	95	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			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 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			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 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	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
681098965848	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			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 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098965848			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 07:39:59 PM	05 Sep, 2025 08:00:03 PM	05 Sep, 2025 12:03:17 PM	0:10:46	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			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 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			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 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			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 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681098812532			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Sep, 2025 09:10:40 PM	05 Sep, 2025 09:14:29 PM	04 Sep, 2025 02:53:22 PM	0:10:37	100	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			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 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			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 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681099127174			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 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	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
681098127174	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Sep, 2025 11:08:44 PM	05 Sep, 2025 11:10:28 PM	05 Sep, 2025 09:00:57 PM	0:11:50	95	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			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	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			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	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			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	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098687209			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Sep, 2025 11:30:17 AM	08 Sep, 2025 11:43:16 AM	03 Sep, 2025 06:55:28 PM	0:17:50	80	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			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	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			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	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			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	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098975649			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Sep, 2025 11:58:48 AM	08 Sep, 2025 12:14:58 PM	05 Sep, 2025 12:58:15 PM	0:09:40	90	External
681098924776			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776			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	08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	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
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT 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 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		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 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681098924776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 12:47:44 PM	08 Sep, 2025 01:00:43 PM	04 Sep, 2025 09:10:17 PM	0:10:51	100	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		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 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		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 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		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 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681099011273		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 01:22:50 PM	08 Sep, 2025 01:30:42 PM	05 Sep, 2025 02:43:13 PM	0:16:37	75	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT 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 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	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
681098973712	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
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681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		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 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681098973712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 01:43:43 PM	08 Sep, 2025 02:01:37 PM	05 Sep, 2025 01:05:52 PM	0:18:35	90	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT 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 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		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 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099256788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 02:19:43 PM	08 Sep, 2025 02:29:59 PM	08 Sep, 2025 01:31:19 PM	0:10:27	100	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT 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 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	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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681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		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 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099117736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 02:47:24 PM	08 Sep, 2025 03:00:40 PM	05 Sep, 2025 08:22:11 PM	0:08:46	60	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT 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 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		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 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099254662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 04:07:50 PM	08 Sep, 2025 04:18:42 PM	08 Sep, 2025 01:22:12 PM	0:08:00	95	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT 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 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	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
681099130951	[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]	08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		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 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099130951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 04:43:51 PM	08 Sep, 2025 04:55:53 PM	05 Sep, 2025 09:15:20 PM	0:11:10	90	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT 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 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		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 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099245886	J		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 05:08:33 PM	08 Sep, 2025 05:11:56 PM	08 Sep, 2025 12:12:49 PM	0:04:52	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			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 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			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 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			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 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099308675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 05:41:14 PM	08 Sep, 2025 05:42:29 PM	08 Sep, 2025 03:23:33 PM	0:12:56	100	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	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
681099030338	[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 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT 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 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		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 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681099030338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 05:36:49 PM	08 Sep, 2025 05:46:52 PM	05 Sep, 2025 03:41:53 PM	0:12:57	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT 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 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		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 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681098979722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 05:43:28 PM	08 Sep, 2025 06:06:38 PM	05 Sep, 2025 01:14:16 PM	0:09:46	85	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT 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 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	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
681099258506	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
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681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		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 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099258506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Sep, 2025 06:02:10 PM	08 Sep, 2025 06:11:43 PM	08 Sep, 2025 01:30:24 PM	0:10:41	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT 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 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
681099320261			CTE_Credit		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 Sep, 2025 06:26:23 PM	08 Sep, 2025 06:38:11 PM	08 Sep, 2025 03:51:03 PM	0:07:50	100	External
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681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
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681099266429			CTE_Credit		Alorica - CT 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 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
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681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099266429			CTE_Credit		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 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	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
681099266429	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Sep, 2025 07:09:22 PM	08 Sep, 2025 07:16:59 PM	08 Sep, 2025 01:52:46 PM	0:08:45	100	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099274535	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	08 Sep, 2025 07:58:22 PM	08 Sep, 2025 08:18:19 PM	08 Sep, 2025 02:17:08 PM	0:07:58	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681099408490	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	08 Sep, 2025 08:23:46 PM	08 Sep, 2025 08:34:37 PM	08 Sep, 2025 08:05:01 PM	0:05:33	95	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681098972794	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	09 Sep, 2025 11:52:07 AM	09 Sep, 2025 12:07:25 PM	05 Sep, 2025 12:57:24 PM	0:09:40	100	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	90	External
681099404842	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	09 Sep, 2025 12:26:36 PM	09 Sep, 2025 12:45:35 PM	08 Sep, 2025 07:55:34 PM	0:10:01	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
681098707083	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681098707083			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	09 Sep, 2025 12:49:36 PM	09 Sep, 2025 12:54:09 PM	03 Sep, 2025 08:35:43 PM	0:06:14	85	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099123629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 01:09:53 PM	09 Sep, 2025 01:14:07 PM	05 Sep, 2025 09:14:47 PM	0:13:34	90	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	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
681099245730	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099245730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 01:06:03 PM	09 Sep, 2025 01:16:37 PM	08 Sep, 2025 12:02:51 PM	0:09:24	95	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099448759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 01:07:36 PM	09 Sep, 2025 01:22:16 PM	08 Sep, 2025 09:55:16 PM	0:14:05	85	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099306718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 01:30:58 PM	09 Sep, 2025 01:34:10 PM	08 Sep, 2025 03:21:30 PM	0:12:22	100	External
681099411000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	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
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681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099411000		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 01:34:20 PM	09 Sep, 2025 01:45:49 PM	08 Sep, 2025 07:44:09 PM	0:10:20	95	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099256384		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 01:31:20 PM	09 Sep, 2025 02:20:47 PM	08 Sep, 2025 01:16:55 PM	0:13:56	100	External
681099490990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
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681099490990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990		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		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990		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		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	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
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681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			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		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099490990			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 02:03:35 PM	09 Sep, 2025 02:21:32 PM	09 Sep, 2025 01:14:24 PM	0:12:53	95	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
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681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681099292388			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 02:10:22 PM	09 Sep, 2025 02:21:44 PM	08 Sep, 2025 02:46:28 PM	0:39:12	80	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	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
681098973296	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
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681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
681098973296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 02:11:40 PM	09 Sep, 2025 02:26:44 PM	05 Sep, 2025 01:11:51 PM	0:10:22	90	External
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681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
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681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			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		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			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		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
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681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
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681099334150			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		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099334150			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 02:30:17 PM	09 Sep, 2025 02:53:23 PM	08 Sep, 2025 04:11:37 PM	0:15:04	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
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681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			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		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			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		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099410729			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		09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	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
681099410729	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	09 Sep, 2025 02:44:36 PM	09 Sep, 2025 02:57:28 PM	08 Sep, 2025 07:50:18 PM	0:11:09	90	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099251943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 02:23:01 PM	09 Sep, 2025 02:57:36 PM	08 Sep, 2025 01:12:02 PM	0:22:20	95	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681099333158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 03:43:00 PM	09 Sep, 2025 03:48:22 PM	08 Sep, 2025 04:18:29 PM	0:09:42	100	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT 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 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	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
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681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	on 05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		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 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681098942240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Sep, 2025 02:15:50 PM	09 Sep, 2025 03:59:57 PM	04 Sep, 2025 09:32:18 PM	0:11:10	80	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	he 09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099255870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 03:48:01 PM	09 Sep, 2025 04:00:35 PM	08 Sep, 2025 01:18:25 PM	0:12:58	95	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			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	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			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	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	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
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681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			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		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099517222			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 03:37:13 PM	09 Sep, 2025 04:16:05 PM	09 Sep, 2025 02:36:03 PM	0:08:04	85	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			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		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			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		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			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		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099332736			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 04:16:23 PM	09 Sep, 2025 04:33:38 PM	08 Sep, 2025 04:08:00 PM	0:13:40	100	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	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
681099499003	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099499003			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 04:20:06 PM	09 Sep, 2025 04:35:03 PM	09 Sep, 2025 01:49:58 PM	0:09:34	90	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099477643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 04:04:10 PM	09 Sep, 2025 04:39:35 PM	09 Sep, 2025 12:31:13 PM	0:15:36	80	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			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	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			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	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			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	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099478849			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 04:03:39 PM	09 Sep, 2025 04:40:07 PM	09 Sep, 2025 12:33:21 PM	0:17:26	90	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	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
681099474174	[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]	09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099474174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 04:42:39 PM	09 Sep, 2025 05:05:06 PM	09 Sep, 2025 12:11:57 PM	0:10:28	100	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099107663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 04:53:02 PM	09 Sep, 2025 05:06:15 PM	05 Sep, 2025 07:49:07 PM	0:08:57	85	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			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		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			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		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	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
681099323416	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			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	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099323416			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 04:52:03 PM	09 Sep, 2025 05:10:03 PM	08 Sep, 2025 03:43:54 PM	0:12:24	95	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099486548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 04:32:02 PM	09 Sep, 2025 05:29:37 PM	09 Sep, 2025 01:17:00 PM	0:07:23	70	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	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
681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
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681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099478280		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 05:14:22 PM	09 Sep, 2025 06:02:35 PM	09 Sep, 2025 12:34:06 PM	0:18:22	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
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681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
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681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
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681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099567853		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 05:50:55 PM	09 Sep, 2025 06:04:32 PM	09 Sep, 2025 05:14:19 PM	0:08:00	90	External
681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
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681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131		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		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131		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		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
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681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	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
681099522131	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			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		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099522131			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 05:48:03 PM	09 Sep, 2025 06:05:47 PM	09 Sep, 2025 02:50:18 PM	0:08:01	95	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
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681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			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		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			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		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
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681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			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		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099424293			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 06:19:13 PM	09 Sep, 2025 06:30:42 PM	08 Sep, 2025 08:17:05 PM	0:08:58	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			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		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
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681099530361			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		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	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
681099530361	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			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		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099530361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 06:59:20 PM	09 Sep, 2025 07:08:45 PM	09 Sep, 2025 03:17:06 PM	0:15:34	90	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
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681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099482259			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 07:07:33 PM	09 Sep, 2025 07:24:36 PM	09 Sep, 2025 12:48:52 PM	0:09:30	100	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
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681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
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681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
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681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
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681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	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
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681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
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681099437820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 07:28:36 PM	09 Sep, 2025 07:50:54 PM	08 Sep, 2025 09:26:18 PM	0:14:01	95	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099529885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Sep, 2025 07:34:11 PM	09 Sep, 2025 07:55:36 PM	09 Sep, 2025 03:14:12 PM	0:09:36	90	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
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681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099572014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	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
681099572014	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 07:54:50 PM	09 Sep, 2025 08:01:06 PM	09 Sep, 2025 05:24:02 PM	0:13:34	70	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[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	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[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	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[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	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[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	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[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	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099355579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 08:11:32 PM	09 Sep, 2025 08:19:56 PM	08 Sep, 2025 05:17:44 PM	0:09:34	90	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[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	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[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	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[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	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[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	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[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	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099585313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Sep, 2025 08:28:17 PM	09 Sep, 2025 08:32:47 PM	09 Sep, 2025 06:06:54 PM	0:08:28	95	External
681099649568	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	[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	10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	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
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099649568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 11:21:57 AM	10 Sep, 2025 11:25:55 AM	09 Sep, 2025 09:52:32 PM	0:10:12	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
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681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099535705	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 11:19:09 AM	10 Sep, 2025 11:27:13 AM	09 Sep, 2025 03:32:55 PM	0:10:59	100	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	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
681099245412	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099245412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 11:11:54 AM	10 Sep, 2025 11:30:47 AM	08 Sep, 2025 12:22:14 PM	0:20:51	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099502750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 11:11:26 AM	10 Sep, 2025 11:37:38 AM	09 Sep, 2025 02:01:54 PM	0:08:15	95	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	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
681099607521	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta	[redacted]	10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521	[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	yesn	[redacted]	10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099607521	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	[redacted]	10 Sep, 2025 11:38:02 AM	10 Sep, 2025 11:58:21 AM	09 Sep, 2025 07:23:28 PM	0:13:38	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[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	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[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	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[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	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[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	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	texta	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[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	yesn	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099594909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	[redacted]	10 Sep, 2025 12:06:49 PM	10 Sep, 2025 12:18:55 PM	09 Sep, 2025 06:38:29 PM	0:10:48	90	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[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	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[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	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	texta	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
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681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	texta	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
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681099598267	[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	yesn	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099598267	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	texta	[redacted]	10 Sep, 2025 12:07:23 PM	10 Sep, 2025 12:19:43 PM	09 Sep, 2025 06:51:59 PM	0:09:40	100	External
681099523083	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesn	[redacted]	10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesn	[redacted]	10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	texta	[redacted]	10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083	[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	yesn	[redacted]	10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	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
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681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
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681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099523083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 12:03:33 PM	10 Sep, 2025 12:28:36 PM	09 Sep, 2025 02:54:50 PM	0:10:12	100	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			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		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			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		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
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681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
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681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
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681099491021			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
681099491021			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		10 Sep, 2025 12:25:12 PM	10 Sep, 2025 12:34:51 PM	09 Sep, 2025 01:17:05 PM	0:10:40	80	External
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681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
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681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	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
681099506622	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099506622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 12:39:28 PM	10 Sep, 2025 12:51:02 PM	09 Sep, 2025 02:04:37 PM	0:11:49	100	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	st	10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681099422203			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 12:33:10 PM	10 Sep, 2025 12:54:15 PM	08 Sep, 2025 08:42:29 PM	0:15:47	95	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06-	10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	lled	10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	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
681098823260	[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]	10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681098823260			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 12:45:56 PM	10 Sep, 2025 12:57:49 PM	04 Sep, 2025 03:23:15 PM	0:10:30	50	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			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		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			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		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			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		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099629676			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 12:52:42 PM	10 Sep, 2025 01:00:53 PM	09 Sep, 2025 08:25:54 PM	0:08:12	100	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099671449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 01:07:06 PM	10 Sep, 2025 01:17:02 PM	10 Sep, 2025 12:14:42 PM	0:08:51	95	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			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		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	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
681099404642	[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]	10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			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		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			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		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099404642			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 01:04:11 PM	10 Sep, 2025 01:53:27 PM	08 Sep, 2025 07:26:34 PM	0:09:32	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099512743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 01:54:03 PM	10 Sep, 2025 02:04:07 PM	09 Sep, 2025 02:28:35 PM	0:12:10	90	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			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		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			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		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	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
681099595313	[redacted]	[redacted]	CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template			[redacted]	10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			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		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099595313			CTE_Credit_Payment	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 01:21:52 PM	10 Sep, 2025 02:10:11 PM	09 Sep, 2025 06:41:57 PM	0:19:19	100	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099557027			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 02:02:41 PM	10 Sep, 2025 02:12:17 PM	09 Sep, 2025 04:37:26 PM	0:07:43	95	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	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
681099624518	[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]	10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099624518			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 02:20:40 PM	10 Sep, 2025 02:24:50 PM	09 Sep, 2025 08:11:48 PM	0:08:46	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099627954			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 02:24:45 PM	10 Sep, 2025 02:35:14 PM	09 Sep, 2025 08:24:38 PM	0:13:24	100	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			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		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			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		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			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		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099347697			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 02:28:58 PM	10 Sep, 2025 02:37:56 PM	08 Sep, 2025 04:48:34 PM	0:09:56	80	External
681099681950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	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
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099681950	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 02:38:15 PM	10 Sep, 2025 02:43:33 PM	10 Sep, 2025 01:08:21 PM	0:13:58	100	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099682609	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 02:43:57 PM	10 Sep, 2025 02:47:58 PM	10 Sep, 2025 01:09:06 PM	0:16:37	95	External
681099616601	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099616601	[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	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099616601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	10 Sep, 2025 02:12:06 PM	10 Sep, 2025 02:57:10 PM	09 Sep, 2025 07:46:40 PM	0:15:50	80	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099705339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	10 Sep, 2025 02:54:16 PM	10 Sep, 2025 03:05:13 PM	10 Sep, 2025 02:25:04 PM	0:10:39	95	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	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
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099632514	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Sep, 2025 02:54:33 PM	10 Sep, 2025 03:09:30 PM	09 Sep, 2025 08:42:12 PM	0:12:35	55	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099677985	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	tex	10 Sep, 2025 03:39:53 PM	10 Sep, 2025 03:51:39 PM	10 Sep, 2025 12:49:31 PM	0:11:02	90	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	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
681099633722	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099633722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 03:07:37 PM	10 Sep, 2025 04:38:25 PM	09 Sep, 2025 08:48:37 PM	0:12:07	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099688236			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 04:54:59 PM	10 Sep, 2025 05:01:53 PM	10 Sep, 2025 01:30:26 PM	0:11:58	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	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
681099491767	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099491767	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 05:02:47 PM	10 Sep, 2025 05:11:53 PM	09 Sep, 2025 01:49:40 PM	0:10:15	95	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099738377	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 05:12:44 PM	10 Sep, 2025 05:13:16 PM	10 Sep, 2025 04:34:10 PM	0:11:49	100	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	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		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	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		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	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		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099422773	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 05:04:58 PM	10 Sep, 2025 05:20:07 PM	08 Sep, 2025 08:13:52 PM	0:08:08	95	External
681099694892	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 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
681099694892	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099694892			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 05:28:59 PM	10 Sep, 2025 05:39:31 PM	10 Sep, 2025 02:05:46 PM	0:08:55	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
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681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099730412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 05:53:33 PM	10 Sep, 2025 06:00:30 PM	10 Sep, 2025 03:44:12 PM	0:10:48	100	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			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		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			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		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	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
681099588889	[redacted]		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			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	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099588889			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Sep, 2025 03:13:25 PM	10 Sep, 2025 06:09:54 PM	09 Sep, 2025 06:19:10 PM	0:19:46	80	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			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	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			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	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			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	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099638379			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Sep, 2025 06:09:55 PM	10 Sep, 2025 06:21:51 PM	09 Sep, 2025 09:04:06 PM	0:10:38	85	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			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	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			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	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	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
681099636079	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			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		10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099636079			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 06:25:24 PM	10 Sep, 2025 06:27:12 PM	09 Sep, 2025 09:33:20 PM	0:06:40	100	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			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		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			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		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			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		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099614826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 06:23:08 PM	10 Sep, 2025 06:40:21 PM	09 Sep, 2025 07:42:51 PM	0:11:44	75	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099760836			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	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
681099760836	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 06:27:18 PM	10 Sep, 2025 06:41:21 PM	10 Sep, 2025 05:52:39 PM	0:08:39	90	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099767087	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 06:56:09 PM	10 Sep, 2025 07:04:15 PM	10 Sep, 2025 05:43:16 PM	0:11:23	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099743776	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 06:52:49 PM	10 Sep, 2025 07:20:04 PM	10 Sep, 2025 04:24:22 PM	0:12:10	100	External
681099786900	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	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
681099786900	[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]	10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099786900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 07:16:49 PM	10 Sep, 2025 07:27:55 PM	10 Sep, 2025 06:44:39 PM	0:09:17	100	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099748084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 07:48:15 PM	10 Sep, 2025 07:56:46 PM	10 Sep, 2025 04:37:31 PM	0:11:13	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
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681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
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681099788768			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	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
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681099788768	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Sep, 2025 07:40:19 PM	10 Sep, 2025 08:01:14 PM	10 Sep, 2025 06:51:31 PM	0:12:01	95	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	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	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	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	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	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	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681098987373	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Sep, 2025 07:57:38 PM	10 Sep, 2025 08:07:25 PM	05 Sep, 2025 01:35:56 PM	0:08:31	100	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	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	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	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	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	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
681099625852		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		10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099625852		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Sep, 2025 01:18:11 PM	10 Sep, 2025 08:58:21 PM	09 Sep, 2025 08:15:51 PM	0:09:15	95	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		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 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		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 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		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 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099679076		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 03:11:29 AM	11 Sep, 2025 03:12:54 AM	10 Sep, 2025 12:53:01 PM	0:14:57	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		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 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		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 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		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 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099824579		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 03:30:00 AM	11 Sep, 2025 03:30:40 AM	10 Sep, 2025 08:54:47 PM	0:15:12	100	External
681099600267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	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
681099600267	[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]	11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		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 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099600267			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 03:53:40 AM	11 Sep, 2025 03:54:47 AM	09 Sep, 2025 06:55:40 PM	0:10:01	90	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			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 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			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 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			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 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099788673			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 04:04:10 AM	11 Sep, 2025 04:07:05 AM	10 Sep, 2025 06:52:22 PM	0:07:13	60	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT 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 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	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
681099765915	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		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 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099765915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 04:29:28 AM	11 Sep, 2025 04:30:04 AM	10 Sep, 2025 05:34:03 PM	0:09:28	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			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		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			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		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			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		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099606610			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 10:49:17 AM	11 Sep, 2025 11:03:20 AM	09 Sep, 2025 07:14:56 PM	0:09:47	100	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099765905			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Sep, 2025 01:05:48 PM	11 Sep, 2025 01:15:09 PM	10 Sep, 2025 06:03:07 PM	0:05:17	85	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT 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 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099676553	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		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 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099676553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		11 Sep, 2025 12:59:23 PM	11 Sep, 2025 01:17:23 PM	10 Sep, 2025 12:44:55 PM	0:11:45	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			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 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			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 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			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 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099766586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		11 Sep, 2025 12:44:50 PM	11 Sep, 2025 01:24:07 PM	10 Sep, 2025 05:37:10 PM	0:15:36	100	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			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 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			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 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	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
681099763081		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081		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 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099763081		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 01:27:21 PM	11 Sep, 2025 01:49:19 PM	10 Sep, 2025 05:31:45 PM	0:14:09	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		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		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		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		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		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		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099701674		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 01:40:18 PM	11 Sep, 2025 01:59:46 PM	10 Sep, 2025 02:12:06 PM	0:13:41	90	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT 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 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	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
681099648094	[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 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099648094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 01:33:35 PM	11 Sep, 2025 01:59:52 PM	09 Sep, 2025 09:45:00 PM	0:10:45	70	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT 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 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		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 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099807116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 02:25:24 PM	11 Sep, 2025 02:38:03 PM	10 Sep, 2025 07:54:05 PM	0:11:30	95	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT 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 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	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
681099835006	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		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 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099835006			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 01:58:08 PM	11 Sep, 2025 02:59:09 PM	10 Sep, 2025 09:45:06 PM	0:19:36	60	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			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		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			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		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			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		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099890023			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 02:45:52 PM	11 Sep, 2025 03:00:44 PM	11 Sep, 2025 02:20:29 PM	0:14:06	100	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT 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 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	c	11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		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 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099801897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 02:54:20 PM	11 Sep, 2025 04:14:31 PM	10 Sep, 2025 07:35:39 PM	0:09:54	90	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	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
681099896256	[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 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT 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 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		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 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099896256			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 04:26:47 PM	11 Sep, 2025 04:42:32 PM	11 Sep, 2025 02:40:40 PM	0:08:43	55	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT 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 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		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 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099892115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 04:35:52 PM	11 Sep, 2025 04:50:12 PM	11 Sep, 2025 02:31:38 PM	0:09:25	95	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT 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 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	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
681099779951	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		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 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099779951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 03:01:56 PM	11 Sep, 2025 04:59:53 PM	10 Sep, 2025 06:25:11 PM	0:11:18	100	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT 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 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		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 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099723324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 04:59:21 PM	11 Sep, 2025 05:05:08 PM	10 Sep, 2025 03:19:43 PM	0:07:47	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT 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 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	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
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		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 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099691144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 05:05:39 PM	11 Sep, 2025 05:14:14 PM	10 Sep, 2025 01:41:47 PM	0:10:33	95	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099874448			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Sep, 2025 05:03:39 PM	11 Sep, 2025 05:24:45 PM	11 Sep, 2025 01:39:04 PM	0:07:05	90	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT 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 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		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 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099686217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 05:02:42 PM	11 Sep, 2025 05:30:07 PM	10 Sep, 2025 01:29:36 PM	0:14:07	80	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	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
681099380069	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			[redacted]	11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT 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 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
681099380069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
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681099380069			CTE_Credit		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 Sep, 2025 05:47:48 PM	11 Sep, 2025 05:57:55 PM	08 Sep, 2025 07:02:13 PM	0:10:35	95	External
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681099604096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 05:50:30 PM	11 Sep, 2025 06:00:11 PM	09 Sep, 2025 07:12:32 PM	0:14:47	85	External
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681099604096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 05:50:30 PM	11 Sep, 2025 06:00:11 PM	09 Sep, 2025 07:12:32 PM	0:14:47	85	External
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681099604096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 05:50:30 PM	11 Sep, 2025 06:00:11 PM	09 Sep, 2025 07:12:32 PM	0:14:47	85	External
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681099604096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 05:50:30 PM	11 Sep, 2025 06:00:11 PM	09 Sep, 2025 07:12:32 PM	0:14:47	85	External
681099821776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	100	External
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681099821776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	100	External
681099821776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	100	External
681099821776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	100	External
681099821776			CTE_Credit		Alorica - CT 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 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	100	External
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681099821776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	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
681099821776	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	11 Sep, 2025 05:52:31 PM	11 Sep, 2025 06:02:34 PM	10 Sep, 2025 08:43:45 PM	0:11:20	100	External
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681099935888	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	11 Sep, 2025 05:36:03 PM	11 Sep, 2025 06:09:28 PM	11 Sep, 2025 04:56:35 PM	0:14:16	90	External
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681099935888	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	11 Sep, 2025 05:36:03 PM	11 Sep, 2025 06:09:28 PM	11 Sep, 2025 04:56:35 PM	0:14:16	90	External
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681099935888	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	11 Sep, 2025 05:36:03 PM	11 Sep, 2025 06:09:28 PM	11 Sep, 2025 04:56:35 PM	0:14:16	90	External
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681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[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]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
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681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	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
681099912986	[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]	11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986			CTE_Credit		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 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099912986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 06:19:32 PM	11 Sep, 2025 06:23:20 PM	11 Sep, 2025 03:52:53 PM	0:10:20	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			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 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			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 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			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 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099869637			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 06:10:53 PM	11 Sep, 2025 06:24:16 PM	11 Sep, 2025 01:22:01 PM	0:12:59	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT 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 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		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 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099890268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 06:45:15 PM	11 Sep, 2025 06:59:54 PM	11 Sep, 2025 02:20:36 PM	0:07:27	100	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	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
681099829780	[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 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT 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 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		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 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099829780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 06:46:45 PM	11 Sep, 2025 07:12:50 PM	10 Sep, 2025 09:24:16 PM	0:19:27	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099955138			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		11 Sep, 2025 06:50:50 PM	11 Sep, 2025 07:33:16 PM	11 Sep, 2025 06:33:55 PM	0:07:23	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT 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 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	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
681099763733	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		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 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099763733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 07:18:02 PM	11 Sep, 2025 07:47:30 PM	10 Sep, 2025 05:57:05 PM	0:11:44	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			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 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			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 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure				11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			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 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099889525			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 07:51:05 PM	11 Sep, 2025 08:10:56 PM	11 Sep, 2025 02:22:52 PM	0:11:51	90	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT 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 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		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 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099794722			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Sep, 2025 08:52:59 PM	11 Sep, 2025 08:53:31 PM	10 Sep, 2025 07:11:20 PM	0:15:31	100	External
681099735427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	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
681099735427	[redacted]	[redacted]	CTE_Credit	[redacted]	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	[redacted]	12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			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		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			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		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099735427			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 11:10:33 AM	12 Sep, 2025 11:45:30 AM	10 Sep, 2025 03:58:21 PM	0:14:14	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		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		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		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		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099953322			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 11:30:24 AM	12 Sep, 2025 11:58:12 AM	11 Sep, 2025 05:58:05 PM	0:10:58	95	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		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		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		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		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	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
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			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		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099977303			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 11:46:41 AM	12 Sep, 2025 12:04:47 PM	11 Sep, 2025 07:25:52 PM	0:17:57	90	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			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		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			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		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			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		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099777843			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 12:20:35 PM	12 Sep, 2025 12:51:01 PM	10 Sep, 2025 06:13:21 PM	0:09:47	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT 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 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	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
681099858885	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		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 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099858885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 12:03:24 PM	12 Sep, 2025 01:37:46 PM	11 Sep, 2025 12:25:50 PM	0:14:52	100	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099972563			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Sep, 2025 01:08:27 PM	12 Sep, 2025 01:39:45 PM	11 Sep, 2025 07:41:39 PM	0:13:54	95	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			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 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			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 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			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 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099642622			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 01:35:54 PM	12 Sep, 2025 01:49:00 PM	09 Sep, 2025 09:20:20 PM	0:12:53	70	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT 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 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	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
681099859944	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		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 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681099859944			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 11:00:13 AM	12 Sep, 2025 02:11:01 PM	11 Sep, 2025 12:25:51 PM	0:20:10	90	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT 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 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		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 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681100045385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 02:09:56 PM	12 Sep, 2025 02:18:17 PM	12 Sep, 2025 01:18:02 PM	0:10:39	55	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT 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 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	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
681099908959	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		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 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681099908959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 02:14:32 PM	12 Sep, 2025 02:21:47 PM	11 Sep, 2025 03:24:25 PM	0:09:06	100	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			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 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			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 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
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681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			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 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100046218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 01:53:32 PM	12 Sep, 2025 02:28:37 PM	12 Sep, 2025 01:29:16 PM	0:15:54	95	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT 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 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
681100054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 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
68110054424	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
68110054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
68110054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
68110054424			CTE_Credit		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 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
68110054424			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 02:31:00 PM	12 Sep, 2025 02:46:30 PM	12 Sep, 2025 01:50:50 PM	0:11:53	100	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT 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 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		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 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68109998251			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 03:19:26 PM	12 Sep, 2025 03:25:41 PM	11 Sep, 2025 08:43:28 PM	0:14:33	85	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT 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 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
68110060777			CTE_Credit		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 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	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
681100060777	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	12 Sep, 2025 03:37:04 PM	12 Sep, 2025 04:19:09 PM	12 Sep, 2025 02:04:20 PM	0:11:38	90	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100086067	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	12 Sep, 2025 04:30:13 PM	12 Sep, 2025 04:41:28 PM	12 Sep, 2025 03:52:22 PM	0:12:48	100	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[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 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[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]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[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 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[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]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[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]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[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 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100004604	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	12 Sep, 2025 04:41:37 PM	12 Sep, 2025 04:49:32 PM	11 Sep, 2025 09:12:11 PM	0:12:16	80	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	100	External
681100049540	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	12 Sep, 2025 04:48:28 PM	12 Sep, 2025 05:58:15 PM	12 Sep, 2025 01:44:16 PM	0:06:26	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
681099698462	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681099698462			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Sep, 2025 05:52:07 PM	12 Sep, 2025 06:00:58 PM	10 Sep, 2025 02:12:51 PM	0:07:13	100	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100096117			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Sep, 2025 06:08:20 PM	12 Sep, 2025 07:22:10 PM	12 Sep, 2025 04:20:31 PM	0:05:36	85	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100064955			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 Sep, 2025 07:49:10 PM	12 Sep, 2025 07:54:42 PM	12 Sep, 2025 02:34:57 PM	0:04:17	90	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			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 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			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 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	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
681100135394	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			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 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100135394			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 08:01:23 PM	12 Sep, 2025 08:03:01 PM	12 Sep, 2025 06:16:51 PM	0:16:20	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT 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 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		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 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100118565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 08:03:32 PM	12 Sep, 2025 08:04:12 PM	12 Sep, 2025 05:15:26 PM	0:27:36	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			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 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			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 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			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 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100146987			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 08:25:19 PM	12 Sep, 2025 08:27:28 PM	12 Sep, 2025 06:56:12 PM	0:15:28	100	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	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
681100082059	[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 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT 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 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		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 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100082059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 08:23:32 PM	12 Sep, 2025 08:38:09 PM	12 Sep, 2025 03:40:45 PM	0:14:16	70	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT 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 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		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 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100137455			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Sep, 2025 09:09:19 PM	12 Sep, 2025 09:10:01 PM	12 Sep, 2025 06:56:57 PM	0:17:53	100	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT 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 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	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
681100184179	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		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 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100184179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		15 Sep, 2025 10:08:32 AM	15 Sep, 2025 10:23:31 AM	12 Sep, 2025 09:17:59 PM	0:08:06	95	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100124934			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		15 Sep, 2025 10:28:54 AM	15 Sep, 2025 10:40:20 AM	12 Sep, 2025 05:49:35 PM	0:09:55	100	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100109079			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		15 Sep, 2025 10:50:23 AM	15 Sep, 2025 11:10:14 AM	12 Sep, 2025 05:03:31 PM	0:09:20	75	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT 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 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	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
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		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 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100056125		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 11:29:02 AM	15 Sep, 2025 11:39:46 AM	12 Sep, 2025 01:51:07 PM	0:09:26	95	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT 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 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		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 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100154105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 11:53:29 AM	15 Sep, 2025 12:01:50 PM	12 Sep, 2025 07:23:52 PM	0:10:15	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT 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 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100118691		CTE_Credit		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 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	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
681100118691	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	15 Sep, 2025 11:52:39 AM	15 Sep, 2025 12:16:09 PM	12 Sep, 2025 05:16:25 PM	0:15:10	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100256184			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Sep, 2025 12:20:50 PM	15 Sep, 2025 12:31:28 PM	15 Sep, 2025 12:02:21 PM	0:06:27	100	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1			15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			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 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			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 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			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 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100257868			CTE_Res_Billing		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 12:34:19 PM	15 Sep, 2025 01:09:23 PM	15 Sep, 2025 12:10:44 PM	0:13:50	95	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT 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 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	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
681100081112	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		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 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100081112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 12:59:45 PM	15 Sep, 2025 01:10:45 PM	12 Sep, 2025 03:17:28 PM	0:15:21	80	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT 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 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		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 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100262939			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 01:29:03 PM	15 Sep, 2025 01:40:46 PM	15 Sep, 2025 12:53:24 PM	0:09:14	85	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT 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 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	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
681100174730	[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]	15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		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 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100174730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 01:41:25 PM	15 Sep, 2025 01:52:46 PM	12 Sep, 2025 08:38:11 PM	0:11:32	65	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			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		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			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		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			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		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100183441			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 02:06:30 PM	15 Sep, 2025 02:11:37 PM	12 Sep, 2025 09:14:43 PM	0:11:45	80	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT 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 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		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 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100268590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 03:23:18 PM	15 Sep, 2025 03:36:51 PM	15 Sep, 2025 01:20:45 PM	0:11:10	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	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
681100266209	[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]	15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT 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 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		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 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100266209			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 04:07:04 PM	15 Sep, 2025 04:24:28 PM	15 Sep, 2025 01:02:04 PM	0:10:06	90	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT 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 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		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 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100291916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 04:40:56 PM	15 Sep, 2025 04:52:30 PM	15 Sep, 2025 02:40:34 PM	0:10:45	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT 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 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	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
681100322987	[redacted]	[redacted]	CTE_Credit	[redacted]	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			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		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100322987			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 05:35:56 PM	15 Sep, 2025 05:45:21 PM	15 Sep, 2025 04:03:30 PM	0:14:23	100	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100141507			CTE_Res_Payment		lorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Sep, 2025 05:10:54 PM	15 Sep, 2025 05:51:05 PM	12 Sep, 2025 07:03:09 PM	0:08:26	80	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			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		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			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		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			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		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100345885			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 06:00:18 PM	15 Sep, 2025 06:08:11 PM	15 Sep, 2025 05:06:34 PM	0:13:41	95	External
681100343940			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	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
681100343940	[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]	15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			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		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			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		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100343940			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		15 Sep, 2025 06:02:00 PM	15 Sep, 2025 06:29:52 PM	15 Sep, 2025 05:14:29 PM	0:18:53	95	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			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		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			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		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			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		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100296206			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		15 Sep, 2025 06:27:53 PM	15 Sep, 2025 06:38:25 PM	15 Sep, 2025 02:35:59 PM	0:08:34	60	External
681100333979			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			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		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	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
681100333979	[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]	15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		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 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100333979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 06:49:25 PM	15 Sep, 2025 07:09:11 PM	15 Sep, 2025 05:28:15 PM	0:17:12	95	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT 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 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		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 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681100306906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 07:03:48 PM	15 Sep, 2025 07:12:10 PM	15 Sep, 2025 03:16:06 PM	0:23:41	80	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			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		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			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		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	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
681098567984	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			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		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681098567984			CTE_Res_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 07:05:27 PM	15 Sep, 2025 07:22:13 PM	03 Sep, 2025 02:03:25 PM	0:06:43	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100132945			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 Sep, 2025 07:12:38 PM	15 Sep, 2025 07:24:26 PM	12 Sep, 2025 06:37:36 PM	0:08:03	100	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT 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 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		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 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100360217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 08:00:25 PM	15 Sep, 2025 08:08:18 PM	15 Sep, 2025 06:09:01 PM	0:14:52	95	External
681100377678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	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
681100377678		CTE_Credit		Alorica - CT 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 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		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 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100377678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Sep, 2025 08:26:05 PM	15 Sep, 2025 08:32:38 PM	15 Sep, 2025 06:49:47 PM	0:15:36	90	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		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		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		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		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		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		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681100329419		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 10:26:05 AM	16 Sep, 2025 10:37:04 AM	15 Sep, 2025 03:50:31 PM	0:10:48	100	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		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		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		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		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	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
681099893306	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			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		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099893306			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 10:48:00 AM	16 Sep, 2025 10:58:55 AM	11 Sep, 2025 02:29:24 PM	0:08:10	95	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT 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 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		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 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099719128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 11:04:16 AM	16 Sep, 2025 11:12:47 AM	10 Sep, 2025 03:08:57 PM	0:10:55	80	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT 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 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	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
681099908237	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681099908237			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		6 Sep, 2025 11:02:24 AM	16 Sep, 2025 11:15:09 AM	11 Sep, 2025 03:27:13 PM	0:11:54	90	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			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		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			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		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			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		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100422873			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		6 Sep, 2025 11:07:02 AM	16 Sep, 2025 11:18:52 AM	15 Sep, 2025 09:11:43 PM	0:07:25	100	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			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		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			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		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			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		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100346347			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		6 Sep, 2025 11:27:47 AM	16 Sep, 2025 11:48:00 AM	15 Sep, 2025 04:42:36 PM	0:12:25	95	External
681100322406			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		6 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	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
681100322406	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT 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 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		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 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681100322406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Sep, 2025 11:44:44 AM	16 Sep, 2025 11:55:16 AM	15 Sep, 2025 04:02:58 PM	0:14:54	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT 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 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		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 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681099678049			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Sep, 2025 11:47:42 AM	16 Sep, 2025 11:58:06 AM	10 Sep, 2025 12:49:14 PM	0:15:06	95	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT 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 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	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
681100260317	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		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 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100260317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 12:22:27 PM	16 Sep, 2025 12:32:43 PM	15 Sep, 2025 12:28:45 PM	0:10:07	100	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			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		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			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		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			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		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100402711			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 12:33:28 PM	16 Sep, 2025 01:10:25 PM	15 Sep, 2025 07:36:35 PM	0:13:55	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			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		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			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		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	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
681100256909	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			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		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100256909			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 01:29:45 PM	16 Sep, 2025 01:44:40 PM	15 Sep, 2025 12:03:42 PM	0:10:11	90	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT 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 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		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 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100413076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 01:44:21 PM	16 Sep, 2025 01:45:30 PM	15 Sep, 2025 08:41:32 PM	0:10:21	95	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT 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 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		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 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100463941			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 01:42:49 PM	16 Sep, 2025 01:51:01 PM	16 Sep, 2025 12:51:24 PM	0:10:22	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	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
681100394672	[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]	16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT 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 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		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 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100394672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 01:45:33 PM	16 Sep, 2025 01:52:59 PM	15 Sep, 2025 07:48:06 PM	0:09:17	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT 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 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		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 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100281573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 01:38:53 PM	16 Sep, 2025 02:19:07 PM	15 Sep, 2025 01:54:39 PM	0:10:04	100	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT 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 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	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
681100379903	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		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 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100379903			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:10:14 PM	16 Sep, 2025 02:20:31 PM	15 Sep, 2025 06:54:37 PM	0:12:43	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT 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 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		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 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100468995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:14:37 PM	16 Sep, 2025 02:22:19 PM	16 Sep, 2025 01:16:50 PM	0:08:11	95	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			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		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			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		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	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
681100473183	[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]	16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			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		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100473183			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:30:46 PM	16 Sep, 2025 02:49:13 PM	16 Sep, 2025 01:15:53 PM	0:11:19	100	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT 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 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		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 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100465167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:39:48 PM	16 Sep, 2025 02:51:10 PM	16 Sep, 2025 01:00:34 PM	0:12:25	95	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT 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 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		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 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100277935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:48:30 PM	16 Sep, 2025 02:54:53 PM	15 Sep, 2025 01:43:29 PM	0:12:29	100	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	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
681100431098	[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	[redacted]	16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			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 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			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 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100431098			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:30:16 PM	16 Sep, 2025 03:05:38 PM	15 Sep, 2025 10:22:23 PM	0:11:34	95	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			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		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			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		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
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681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			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		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100438093			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 02:58:14 PM	16 Sep, 2025 03:18:20 PM	15 Sep, 2025 10:06:20 PM	0:11:38	90	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT 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 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	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
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
681100460165			CTE_Credit		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 Sep, 2025 03:31:44 PM	16 Sep, 2025 03:39:30 PM	16 Sep, 2025 12:22:33 PM	0:20:36	80	External
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681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
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681100466987			CTE_Credit		Alorica - CT 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 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		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 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100466987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 03:37:50 PM	16 Sep, 2025 03:43:52 PM	16 Sep, 2025 01:07:46 PM	0:13:36	100	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			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		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			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		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	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
681100259473	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			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		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100259473			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 03:33:43 PM	16 Sep, 2025 03:49:19 PM	15 Sep, 2025 12:10:57 PM	0:10:11	80	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT 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 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		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 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100487894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 04:12:51 PM	16 Sep, 2025 04:19:38 PM	16 Sep, 2025 02:35:33 PM	0:09:19	95	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT 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 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		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 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	80	External
681100479089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 04:09:33 PM	16 Sep, 2025 04:20:32 PM	16 Sep, 2025 02:00:40 PM	0:10:42	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
681100315231	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			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		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			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		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			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		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100315231			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 04:44:19 PM	16 Sep, 2025 04:49:06 PM	15 Sep, 2025 03:36:33 PM	0:06:29	90	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT 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 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		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 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100477322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 05:22:11 PM	16 Sep, 2025 05:28:20 PM	16 Sep, 2025 01:58:19 PM	0:09:11	100	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			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		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			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		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	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
681100476615	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			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		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100476615			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 05:20:29 PM	16 Sep, 2025 05:29:17 PM	16 Sep, 2025 01:50:23 PM	0:05:22	80	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT 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 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		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 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100373971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 05:33:34 PM	16 Sep, 2025 05:37:27 PM	15 Sep, 2025 06:37:13 PM	0:16:37	100	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	e	16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT 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 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	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
681100434250	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		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 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100434250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 05:40:31 PM	16 Sep, 2025 06:24:22 PM	15 Sep, 2025 10:25:40 PM	0:24:38	80	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			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		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			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		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			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		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100493458			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 03:59:40 PM	16 Sep, 2025 06:32:46 PM	16 Sep, 2025 02:23:38 PM	0:09:41	90	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT 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 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100496505			CTE_Credit		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 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	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
681100496505	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	[redacted]	16 Sep, 2025 06:28:28 PM	16 Sep, 2025 06:49:48 PM	16 Sep, 2025 02:59:10 PM	0:12:42	100	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT 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 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		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 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100300214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		16 Sep, 2025 04:34:35 PM	16 Sep, 2025 06:54:42 PM	15 Sep, 2025 03:13:32 PM	0:13:08	90	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT 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 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4			16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		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 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100279092			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		16 Sep, 2025 06:56:02 PM	16 Sep, 2025 07:10:10 PM	15 Sep, 2025 01:57:51 PM	0:15:24	75	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	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
681100535870	[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	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT 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 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	ye	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		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 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100535870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Sep, 2025 06:52:20 PM	16 Sep, 2025 07:22:25 PM	16 Sep, 2025 05:14:34 PM	0:15:08	90	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT 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 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		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 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100554193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Sep, 2025 07:38:59 PM	16 Sep, 2025 08:00:54 PM	16 Sep, 2025 06:41:23 PM	0:11:50	100	External
681100514930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930			CTE_Credit		Alorica - CT 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 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	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
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		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 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
681100514930		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 07:51:13 PM	16 Sep, 2025 08:07:15 PM	16 Sep, 2025 04:09:16 PM	0:13:22	90	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		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 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		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 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		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 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
682125559962		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Sep, 2025 08:21:00 PM	16 Sep, 2025 08:26:56 PM	16 Sep, 2025 06:57:06 PM	0:12:46	65	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT 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 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	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
681100461744	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744			CTE_Credit		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 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
681100461744			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Sep, 2025 08:12:05 PM	16 Sep, 2025 08:32:37 PM	16 Sep, 2025 12:32:16 PM	0:13:17	95	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	ye	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
682125564476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Sep, 2025 10:16:29 AM	17 Sep, 2025 10:30:27 AM	16 Sep, 2025 07:09:24 PM	0:10:18	100	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
681100544533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	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
681100544533	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	17 Sep, 2025 10:47:21 AM	17 Sep, 2025 11:02:38 AM	16 Sep, 2025 06:07:53 PM	0:10:15	75	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125581285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 11:01:15 AM	17 Sep, 2025 11:11:32 AM	16 Sep, 2025 08:08:37 PM	0:15:13	100	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
682125593135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 11:10:29 AM	17 Sep, 2025 11:34:57 AM	16 Sep, 2025 10:05:40 PM	0:13:51	75	External
681100130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	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
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
68110130411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 11:14:13 AM	17 Sep, 2025 11:56:49 AM	12 Sep, 2025 05:57:13 PM	0:11:15	90	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			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		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			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		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	g	17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			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		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125595055			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 11:42:32 AM	17 Sep, 2025 12:10:07 PM	16 Sep, 2025 08:02:27 PM	0:13:46	85	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	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
682125560293	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125560293			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 12:18:36 PM	17 Sep, 2025 12:29:44 PM	16 Sep, 2025 06:53:15 PM	0:14:15	100	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
682125575458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 11:59:50 AM	17 Sep, 2025 12:29:49 PM	16 Sep, 2025 07:45:38 PM	0:13:23	90	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			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		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			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		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	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
681100320704	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			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		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100320704			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 12:18:18 PM	17 Sep, 2025 12:46:34 PM	15 Sep, 2025 03:28:01 PM	0:13:43	65	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100535951			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 01:16:07 PM	17 Sep, 2025 01:26:36 PM	16 Sep, 2025 05:28:47 PM	0:16:44	100	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			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		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			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		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	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
681100003124	[redacted]		CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			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		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100003124			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 03:48:04 PM	17 Sep, 2025 04:06:04 PM	11 Sep, 2025 09:02:07 PM	0:12:06	75	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			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		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			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		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			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		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
681100142155			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 12:45:24 PM	17 Sep, 2025 04:24:38 PM	12 Sep, 2025 06:46:18 PM	0:14:22	70	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	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
682125616638	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125616638			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Sep, 2025 04:13:57 PM	17 Sep, 2025 04:27:15 PM	16 Sep, 2025 11:01:12 PM	0:13:20	80	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125655747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Sep, 2025 04:31:03 PM	17 Sep, 2025 04:48:01 PM	17 Sep, 2025 01:47:20 PM	0:14:37	100	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			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	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			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	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization			17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			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	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
682125690387			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Sep, 2025 04:49:42 PM	17 Sep, 2025 05:10:17 PM	17 Sep, 2025 03:49:18 PM	0:13:53	85	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	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
681100550848	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
681100550848			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Sep, 2025 04:33:33 PM	17 Sep, 2025 05:23:45 PM	16 Sep, 2025 06:30:52 PM	0:06:41	100	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
682125693067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 05:13:28 PM	17 Sep, 2025 05:51:00 PM	17 Sep, 2025 04:05:17 PM	0:19:38	70	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit	o	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	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
681100539189	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
681100539189			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		17 Sep, 2025 05:43:00 PM	17 Sep, 2025 06:02:07 PM	16 Sep, 2025 05:37:27 PM	0:11:08	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125699885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		17 Sep, 2025 05:55:42 PM	17 Sep, 2025 06:19:32 PM	17 Sep, 2025 04:13:53 PM	0:13:39	100	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	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
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
682125729135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 06:40:08 PM	17 Sep, 2025 07:07:33 PM	17 Sep, 2025 06:02:46 PM	0:16:25	90	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
681100183065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 07:16:30 PM	17 Sep, 2025 07:48:30 PM	12 Sep, 2025 09:13:50 PM	0:16:07	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125734751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 07:50:30 PM	17 Sep, 2025 08:10:26 PM	17 Sep, 2025 06:25:48 PM	0:10:33	100	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	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
682125677590	[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]	17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			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		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			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		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125677590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Sep, 2025 08:28:56 PM	17 Sep, 2025 08:45:35 PM	17 Sep, 2025 03:02:26 PM	0:09:30	95	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT 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 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	t	18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	>	18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		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 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125752577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 11:20:38 AM	18 Sep, 2025 11:30:25 AM	17 Sep, 2025 07:24:18 PM	0:23:13	75	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT 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 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	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
682125775331	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		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 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125775331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 11:45:09 AM	18 Sep, 2025 11:57:39 AM	17 Sep, 2025 09:00:32 PM	0:10:02	90	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT 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 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
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682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		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 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125781710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	te		18 Sep, 2025 12:20:16 PM	18 Sep, 2025 12:34:40 PM	17 Sep, 2025 09:33:49 PM	0:11:02	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT 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 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	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
682125703553	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
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682125703553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Sep, 2025 01:23:50 PM	18 Sep, 2025 02:28:47 PM	17 Sep, 2025 04:23:54 PM	0:18:18	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
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682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125701257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Sep, 2025 03:06:09 PM	18 Sep, 2025 03:18:41 PM	17 Sep, 2025 04:14:35 PM	0:17:37	75	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
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682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	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
682125820164	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	18 Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		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 Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125820164			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 04:35:52 PM	18 Sep, 2025 04:47:17 PM	18 Sep, 2025 12:36:26 PM	0:12:24	95	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			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 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
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682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			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 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125864934			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 04:29:15 PM	18 Sep, 2025 04:50:29 PM	18 Sep, 2025 03:08:10 PM	0:15:25	85	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT 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 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		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 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	80	External
682125843538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 04:36:44 PM	18 Sep, 2025 04:53:40 PM	18 Sep, 2025 02:18:02 PM	0:13:48	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
681100163103	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			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 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			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 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			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 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
681100163103			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 04:37:00 PM	18 Sep, 2025 05:02:35 PM	12 Sep, 2025 07:53:27 PM	0:18:20	90	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT 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 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		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 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125745721			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 05:12:24 PM	18 Sep, 2025 05:21:09 PM	17 Sep, 2025 07:00:52 PM	0:11:54	100	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	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
682125858018	[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 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT 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 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		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 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125858018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 05:05:31 PM	18 Sep, 2025 05:37:19 PM	18 Sep, 2025 03:23:10 PM	0:17:57	95	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT 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 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		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 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125652660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 05:37:38 PM	18 Sep, 2025 05:55:54 PM	17 Sep, 2025 01:33:35 PM	0:16:17	85	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT 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 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	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
682125862710	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		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 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125862710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 05:48:23 PM	18 Sep, 2025 05:57:56 PM	18 Sep, 2025 03:39:38 PM	0:11:17	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125886207		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		18 Sep, 2025 05:23:54 PM	18 Sep, 2025 06:13:16 PM	18 Sep, 2025 05:01:40 PM	0:05:26	90	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT 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 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		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 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125884238		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 05:42:12 PM	18 Sep, 2025 06:26:00 PM	18 Sep, 2025 05:02:50 PM	0:10:16	100	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	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
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT 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 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		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 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125671564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 06:40:56 PM	18 Sep, 2025 06:51:37 PM	17 Sep, 2025 02:35:22 PM	0:19:17	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT 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 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	he w	18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	he ast	18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		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 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125861670		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 06:22:08 PM	18 Sep, 2025 06:53:30 PM	18 Sep, 2025 03:36:12 PM	0:12:08	95	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT 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 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	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
682125833719	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		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 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125833719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 06:42:21 PM	18 Sep, 2025 07:00:20 PM	18 Sep, 2025 01:50:07 PM	0:15:52	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT 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 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		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 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125846829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 07:03:20 PM	18 Sep, 2025 07:03:48 PM	18 Sep, 2025 02:30:28 PM	0:08:41	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT 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 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ing	18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	is	18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	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
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		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 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125912803			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 07:07:29 PM	18 Sep, 2025 07:17:55 PM	18 Sep, 2025 06:43:01 PM	0:11:12	100	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT 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 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		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 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125751852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 07:28:35 PM	18 Sep, 2025 07:37:34 PM	17 Sep, 2025 07:24:11 PM	0:12:20	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT 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 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		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 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125867508			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 07:04:50 PM	18 Sep, 2025 07:40:01 PM	18 Sep, 2025 03:49:52 PM	0:12:42	95	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	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
682125894769	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT 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 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		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 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125894769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 07:47:21 PM	18 Sep, 2025 07:52:56 PM	18 Sep, 2025 05:31:11 PM	0:09:13	100	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
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682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT 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 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
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682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		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 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125780827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Sep, 2025 07:41:46 PM	18 Sep, 2025 07:58:50 PM	17 Sep, 2025 09:28:29 PM	0:10:32	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			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 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			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 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External

REDACTED

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
682125773773	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			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 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125773773			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Sep, 2025 08:05:44 PM	18 Sep, 2025 08:09:59 PM	17 Sep, 2025 08:43:39 PM	0:09:37	95	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT 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 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		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 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125576580			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Sep, 2025 07:52:52 PM	18 Sep, 2025 08:18:44 PM	16 Sep, 2025 07:50:21 PM	0:19:32	90	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT 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 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	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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682125839835	[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 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
682125839835	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	18 Sep, 2025 08:13:02 PM	18 Sep, 2025 08:23:02 PM	18 Sep, 2025 02:09:54 PM	0:09:28	85	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[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]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
681100486195	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	18 Sep, 2025 06:36:40 PM	18 Sep, 2025 08:31:54 PM	16 Sep, 2025 02:21:25 PM	0:18:45	100	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[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]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[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]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[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]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[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]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[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]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125816966	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	19 Sep, 2025 10:15:04 AM	19 Sep, 2025 10:22:20 AM	18 Sep, 2025 12:03:52 PM	0:15:21	95	External
682125819243	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243	[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]	19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243	[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]	19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243	[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]	19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	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
682125819243	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT 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 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
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682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
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682125819243			CTE_Credit		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 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125819243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 10:45:00 AM	19 Sep, 2025 10:50:56 AM	18 Sep, 2025 12:30:23 PM	0:14:32	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
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682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT 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 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		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 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125823648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 10:44:03 AM	19 Sep, 2025 10:52:19 AM	18 Sep, 2025 12:51:34 PM	0:10:04	95	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
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682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT 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 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
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682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 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
682125895106	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		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 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125895106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 11:15:11 AM	19 Sep, 2025 11:25:30 AM	18 Sep, 2025 05:34:57 PM	0:12:22	100	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT 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 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		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 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125740077			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 11:31:07 AM	19 Sep, 2025 11:42:06 AM	17 Sep, 2025 06:48:03 PM	0:10:13	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT 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 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	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
682125655091	[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]	19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		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 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125655091			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 11:15:18 AM	19 Sep, 2025 11:42:39 AM	17 Sep, 2025 01:45:15 PM	0:21:50	90	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT 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 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		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 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125755947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 12:30:48 PM	19 Sep, 2025 12:39:07 PM	17 Sep, 2025 07:38:35 PM	0:10:23	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT 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 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		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 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125941616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 01:30:19 PM	19 Sep, 2025 01:44:50 PM	18 Sep, 2025 08:51:12 PM	0:11:15	95	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 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
682125997252	[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]	19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT 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 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		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 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125997252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 01:56:01 PM	19 Sep, 2025 02:07:09 PM	19 Sep, 2025 01:11:51 PM	0:10:41	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT 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 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		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 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682125996029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 02:22:47 PM	19 Sep, 2025 02:33:20 PM	19 Sep, 2025 01:01:58 PM	0:10:10	100	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT 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 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	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
682126010252	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		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 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682126010252			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 03:21:00 PM	19 Sep, 2025 03:27:47 PM	19 Sep, 2025 02:11:15 PM	0:10:45	90	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT 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 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		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 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682125731151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 03:12:20 PM	19 Sep, 2025 04:08:47 PM	17 Sep, 2025 06:12:18 PM	0:13:32	95	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682126039653			CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Sep, 2025 04:43:04 PM	19 Sep, 2025 04:51:12 PM	19 Sep, 2025 03:53:46 PM	0:05:36	100	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536			CTE_Res_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	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
682125717536		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536		CTE_Res_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125717536		CTE_Res_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Sep, 2025 04:54:08 PM	19 Sep, 2025 05:09:44 PM	17 Sep, 2025 05:18:47 PM	0:04:54	90	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT 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 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		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 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125998541		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 05:11:08 PM	19 Sep, 2025 05:21:07 PM	19 Sep, 2025 01:18:57 PM	0:14:10	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125822730		CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 Sep, 2025 05:46:46 PM	19 Sep, 2025 06:04:06 PM	18 Sep, 2025 12:47:55 PM	0:05:55	95	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT 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 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	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
682125717172	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		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 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682125717172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Sep, 2025 06:31:10 PM	19 Sep, 2025 06:38:03 PM	17 Sep, 2025 05:19:03 PM	0:15:10	80	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			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 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			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 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			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 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			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 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			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 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126042782			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Sep, 2025 06:15:55 PM	19 Sep, 2025 06:39:37 PM	19 Sep, 2025 03:29:26 PM	0:11:49	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			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	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			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	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	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
682126016481		CTE_Credit_Escalation		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126016481		CTE_Credit_Escalation		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 06:52:17 PM	19 Sep, 2025 06:55:01 PM	19 Sep, 2025 02:49:36 PM	0:20:14	100	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		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		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		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		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		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		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126035990		CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 06:46:16 PM	19 Sep, 2025 06:56:34 PM	19 Sep, 2025 03:30:56 PM	0:10:22	90	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		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		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		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		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		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		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126004761		CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 06:50:41 PM	19 Sep, 2025 06:58:36 PM	19 Sep, 2025 01:54:26 PM	0:10:56	95	External
682126008521		CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521		CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521		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		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	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
682126008521	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT 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 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		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 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682126008521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 07:06:16 PM	19 Sep, 2025 07:09:51 PM	19 Sep, 2025 02:08:35 PM	0:10:15	100	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT 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 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		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 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682125938337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 06:21:01 PM	19 Sep, 2025 07:30:09 PM	18 Sep, 2025 07:39:14 PM	0:22:23	95	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT 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 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	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
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		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 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126063865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 07:40:48 PM	19 Sep, 2025 07:52:01 PM	19 Sep, 2025 04:46:12 PM	0:10:29	85	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT 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 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		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 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682126090763		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 07:55:51 PM	19 Sep, 2025 07:58:10 PM	19 Sep, 2025 07:10:20 PM	0:13:28	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT 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 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682125673571		CTE_Credit		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 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	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
682125673571	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	te	[redacted]	19 Sep, 2025 07:52:05 PM	19 Sep, 2025 07:59:29 PM	17 Sep, 2025 02:47:55 PM	0:15:42	100	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT 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 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		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 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126069178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 07:32:52 PM	19 Sep, 2025 08:05:26 PM	19 Sep, 2025 06:01:18 PM	0:11:19	95	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT 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 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		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 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126062562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 08:04:17 PM	19 Sep, 2025 08:12:29 PM	19 Sep, 2025 05:32:43 PM	0:12:09	100	External
682126030048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	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
682126030048	[redacted]	[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]	19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
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682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	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 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126030048			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 08:10:58 PM	19 Sep, 2025 08:16:44 PM	19 Sep, 2025 03:13:14 PM	0:31:30	90	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT 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 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
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682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	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 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682126041990			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Sep, 2025 08:29:39 PM	19 Sep, 2025 08:37:12 PM	19 Sep, 2025 04:02:40 PM	0:10:07	100	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT 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 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	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
682125880179	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit		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 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125880179			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Sep, 2025 04:23:16 PM	21 Sep, 2025 04:48:14 PM	18 Sep, 2025 04:40:39 PM	0:06:19	90	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT 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 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		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 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682125735100			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Sep, 2025 05:09:27 PM	21 Sep, 2025 05:13:25 PM	17 Sep, 2025 06:22:15 PM	0:07:26	100	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT 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 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		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 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	85	External
682126002629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 10:27:26 AM	22 Sep, 2025 10:38:48 AM	19 Sep, 2025 01:39:32 PM	0:15:57	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
682125904468	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			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 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			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 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	r.	22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			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 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125904468			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 10:26:51 AM	22 Sep, 2025 10:46:15 AM	18 Sep, 2025 05:26:27 PM	0:12:31	95	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			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 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			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 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			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 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
682125829429			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 10:42:53 AM	22 Sep, 2025 10:55:41 AM	18 Sep, 2025 01:03:21 PM	0:13:25	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT 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 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	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
681100551634	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		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 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
681100551634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 10:47:40 AM	22 Sep, 2025 11:06:58 AM	16 Sep, 2025 06:32:11 PM	0:13:39	100	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT 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 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		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 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126132370			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 11:01:22 AM	22 Sep, 2025 11:13:24 AM	19 Sep, 2025 11:01:27 PM	0:13:37	95	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			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 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			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 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	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
682126105565	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			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 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126105565			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 11:15:13 AM	22 Sep, 2025 11:28:14 AM	19 Sep, 2025 07:12:27 PM	0:10:57	90	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			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 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			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 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			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 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126086126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 11:50:50 AM	22 Sep, 2025 11:59:07 AM	19 Sep, 2025 06:03:49 PM	0:14:39	95	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT 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 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		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 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126122429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 12:04:02 PM	22 Sep, 2025 12:29:48 PM	19 Sep, 2025 10:26:07 PM	0:11:49	65	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT 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 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		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 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682126076460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		22 Sep, 2025 11:56:10 AM	22 Sep, 2025 12:30:37 PM	19 Sep, 2025 06:20:42 PM	0:12:28	95	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT 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 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
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682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		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 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682125754299			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		22 Sep, 2025 12:19:52 PM	22 Sep, 2025 12:57:13 PM	17 Sep, 2025 07:35:35 PM	0:13:07	50	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	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
682126055484	[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]	22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT 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 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		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 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126055484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 12:33:30 PM	22 Sep, 2025 02:57:43 PM	19 Sep, 2025 04:50:57 PM	0:17:57	90	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT 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 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		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 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126067268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 02:47:44 PM	22 Sep, 2025 03:08:14 PM	19 Sep, 2025 05:49:44 PM	0:10:39	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT 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 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	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
682126213801	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
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682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		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 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126213801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 03:12:23 PM	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 12:56:56 PM	0:11:19	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT 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 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		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 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126048974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 03:11:03 PM	22 Sep, 2025 03:28:28 PM	19 Sep, 2025 04:27:39 PM	0:09:53	95	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT 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 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	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
682126238645	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		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 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
682126238645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 03:27:39 PM	22 Sep, 2025 03:51:59 PM	22 Sep, 2025 02:41:34 PM	0:10:35	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT 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 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		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 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216229037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 04:00:46 PM	22 Sep, 2025 04:14:49 PM	22 Sep, 2025 02:06:17 PM	0:11:31	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT 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 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		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 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	90	External
68216214080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 04:19:56 PM	22 Sep, 2025 04:27:35 PM	22 Sep, 2025 01:02:47 PM	0:15:26	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
682125873621	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			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 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			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 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			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 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125873621			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 04:53:00 PM	22 Sep, 2025 05:13:17 PM	18 Sep, 2025 03:37:46 PM	0:10:20	85	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT 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 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	o	22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		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 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682125819888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 04:32:32 PM	22 Sep, 2025 05:19:13 PM	18 Sep, 2025 12:28:01 PM	0:18:42	80	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			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 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	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
682126282033	[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]	22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			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 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			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 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126282033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 05:16:47 PM	22 Sep, 2025 05:23:57 PM	22 Sep, 2025 04:56:30 PM	0:08:37	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT 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 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
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682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
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682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		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 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126216133			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 05:20:59 PM	22 Sep, 2025 05:44:10 PM	22 Sep, 2025 01:06:15 PM	0:12:59	100	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			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 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			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 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	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
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	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 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126276840	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 06:01:24 PM	22 Sep, 2025 06:25:41 PM	22 Sep, 2025 03:39:30 PM	0:11:30	65	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
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682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	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 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	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 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126107445	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 03:36:17 PM	22 Sep, 2025 06:28:10 PM	19 Sep, 2025 07:21:13 PM	0:11:32	85	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
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682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT 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 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126215406	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		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 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126215406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	22 Sep, 2025 05:52:58 PM	22 Sep, 2025 06:28:56 PM	22 Sep, 2025 12:51:14 PM	0:17:18	95	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT 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 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		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 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126079238			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	22 Sep, 2025 06:11:56 PM	22 Sep, 2025 06:53:19 PM	19 Sep, 2025 06:40:03 PM	0:18:50	100	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT 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 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	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
682126275597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597		CTE_Credit		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 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126275597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 07:02:30 PM	22 Sep, 2025 07:24:34 PM	22 Sep, 2025 04:22:36 PM	0:14:43	90	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT 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 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		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 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126283657		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 07:38:10 PM	22 Sep, 2025 07:53:16 PM	22 Sep, 2025 04:52:23 PM	0:10:14	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT 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 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		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 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	85	External
682126255504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 07:44:33 PM	22 Sep, 2025 07:57:11 PM	22 Sep, 2025 03:43:53 PM	0:11:42	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
682126333761	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT 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 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		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 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682126333761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 07:59:01 PM	22 Sep, 2025 08:16:18 PM	22 Sep, 2025 07:20:43 PM	0:08:28	80	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT 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 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		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 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682125901329			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 07:48:43 PM	22 Sep, 2025 08:17:26 PM	18 Sep, 2025 06:02:09 PM	0:17:01	95	External
682126301200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200			CTE_Credit		Alorica - CT 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 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	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
682126301200	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		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 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126301200		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 08:13:14 PM	22 Sep, 2025 08:18:08 PM	22 Sep, 2025 05:50:01 PM	0:13:11	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT 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 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		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 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126290464		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 08:18:38 PM	22 Sep, 2025 08:28:05 PM	22 Sep, 2025 05:20:25 PM	0:09:15	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT 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 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	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
682126311788	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		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 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 07:58:06 PM	22 Sep, 2025 08:38:50 PM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT 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 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		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 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126348222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 08:31:31 PM	22 Sep, 2025 08:39:19 PM	22 Sep, 2025 07:53:51 PM	0:09:17	90	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT 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 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 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
682126303131	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		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 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126303131			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 08:27:01 PM	22 Sep, 2025 08:50:20 PM	22 Sep, 2025 05:57:23 PM	0:17:59	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT 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 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		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 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126326700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 09:10:01 PM	22 Sep, 2025 09:22:02 PM	22 Sep, 2025 07:08:14 PM	0:09:33	95	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT 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 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		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 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126269732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 09:22:29 PM	22 Sep, 2025 09:28:38 PM	22 Sep, 2025 04:24:18 PM	0:08:18	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	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
682126346779	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT 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 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		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 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126346779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 09:05:57 PM	22 Sep, 2025 09:49:02 PM	22 Sep, 2025 08:03:38 PM	0:12:39	100	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT 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 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		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 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126330228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 10:25:53 AM	23 Sep, 2025 10:35:08 AM	22 Sep, 2025 07:05:21 PM	0:09:53	90	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT 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 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	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
682126232285	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		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 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126232285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 10:50:57 AM	23 Sep, 2025 10:58:43 AM	22 Sep, 2025 02:14:39 PM	0:09:49	95	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
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682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT 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 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		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 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126343689			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 10:51:52 AM	23 Sep, 2025 11:08:56 AM	22 Sep, 2025 07:55:32 PM	0:10:18	80	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT 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 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External

REDACTED

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
682126322359	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		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 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126322359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 11:14:13 AM	23 Sep, 2025 11:22:02 AM	22 Sep, 2025 06:53:14 PM	0:09:10	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			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		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			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		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			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		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126360659			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 11:12:10 AM	23 Sep, 2025 11:55:42 AM	22 Sep, 2025 07:50:29 PM	0:12:12	95	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT 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 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		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 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126311788			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 11:44:11 AM	23 Sep, 2025 11:57:01 AM	22 Sep, 2025 06:12:52 PM	0:11:55	100	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	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
682126225621	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	[redacted]	23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT 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 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
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682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		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 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126225621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		23 Sep, 2025 12:43:11 PM	23 Sep, 2025 12:54:22 PM	22 Sep, 2025 01:54:15 PM	0:10:24	75	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT 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 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		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 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126361461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		23 Sep, 2025 01:25:54 PM	23 Sep, 2025 01:44:01 PM	22 Sep, 2025 10:12:25 PM	0:10:48	80	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT 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 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	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
682126288306	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		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 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126288306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 01:28:31 PM	23 Sep, 2025 02:02:55 PM	22 Sep, 2025 05:09:23 PM	0:16:55	95	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT 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 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		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 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126424777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 01:59:39 PM	23 Sep, 2025 02:10:04 PM	23 Sep, 2025 01:05:32 PM	0:12:10	90	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT 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 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	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
682126329938	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		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 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126329938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 02:04:43 PM	23 Sep, 2025 02:29:38 PM	22 Sep, 2025 07:14:13 PM	0:16:49	100	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT 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 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	se e	23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		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 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126360976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 02:34:57 PM	23 Sep, 2025 02:50:28 PM	22 Sep, 2025 09:57:53 PM	0:12:23	95	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT 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 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	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
682126380028	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	[redacted]	23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		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 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126380028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		23 Sep, 2025 02:57:27 PM	23 Sep, 2025 03:06:17 PM	22 Sep, 2025 11:17:49 PM	0:25:40	60	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT 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 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		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 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126445734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		23 Sep, 2025 03:15:08 PM	23 Sep, 2025 03:25:41 PM	23 Sep, 2025 02:29:18 PM	0:10:43	80	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT 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 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	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
682126422983	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	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 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126422983			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 03:13:57 PM	23 Sep, 2025 03:34:11 PM	23 Sep, 2025 12:54:10 PM	0:11:01	70	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT 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 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
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682126231883			CTE_Credit	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 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126231883			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 03:46:42 PM	23 Sep, 2025 03:53:58 PM	22 Sep, 2025 02:14:41 PM	0:09:28	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT 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 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
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682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126428293			CTE_Credit	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 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	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
682126428293	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	23 Sep, 2025 03:53:06 PM	23 Sep, 2025 03:59:03 PM	23 Sep, 2025 01:30:34 PM	0:12:30	100	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT 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 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		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 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126308665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 04:02:04 PM	23 Sep, 2025 04:13:59 PM	22 Sep, 2025 06:09:55 PM	0:08:54	90	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT 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 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
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682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		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 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126463759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 04:16:45 PM	23 Sep, 2025 04:25:50 PM	23 Sep, 2025 03:38:39 PM	0:08:18	100	External
682126418371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	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
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT 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 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		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 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126418371		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 02:34:40 PM	23 Sep, 2025 05:29:11 PM	23 Sep, 2025 12:04:17 PM	0:15:01	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		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		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		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		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
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682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
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682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		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		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126464353		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 04:22:50 PM	23 Sep, 2025 05:38:25 PM	23 Sep, 2025 03:42:04 PM	0:14:42	100	External
682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
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682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105		CTE_Credit		Alorica - CT 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 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
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682126421105		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	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
682126421105	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
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682126421105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126421105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
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682126421105			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 05:39:11 PM	23 Sep, 2025 06:17:29 PM	23 Sep, 2025 12:47:12 PM	0:17:54	95	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT 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 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
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682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		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 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126472034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 06:29:57 PM	23 Sep, 2025 06:37:57 PM	23 Sep, 2025 04:07:34 PM	0:11:57	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			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		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			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		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
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682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			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		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	100	External
682126484005			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 06:47:05 PM	23 Sep, 2025 06:56:17 PM	23 Sep, 2025 04:13:09 PM	0:09:39	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
682126425598	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT 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 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		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 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126425598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 06:42:59 PM	23 Sep, 2025 06:57:47 PM	23 Sep, 2025 01:22:33 PM	0:12:04	50	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			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		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			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		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			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		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126100984			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 07:06:14 PM	23 Sep, 2025 07:18:14 PM	19 Sep, 2025 06:56:14 PM	0:11:01	95	External
682126321568			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	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
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT 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 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		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 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126321568	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 07:22:05 PM	23 Sep, 2025 07:35:06 PM	22 Sep, 2025 07:00:30 PM	0:09:10	80	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	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		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	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		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	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		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126460627	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 07:31:06 PM	23 Sep, 2025 07:41:14 PM	23 Sep, 2025 02:53:30 PM	0:24:27	100	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT 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 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	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
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		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 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126441639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 06:28:09 PM	23 Sep, 2025 07:56:58 PM	23 Sep, 2025 02:18:09 PM	0:31:38	95	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT 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 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		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 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126520286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Sep, 2025 07:51:52 PM	23 Sep, 2025 08:10:50 PM	23 Sep, 2025 06:58:51 PM	0:16:09	100	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	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
682126346550	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126346550			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:11:17 AM	24 Sep, 2025 10:25:21 AM	22 Sep, 2025 08:10:14 PM	0:10:13	80	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			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		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			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		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			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		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126423789			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:26:53 AM	24 Sep, 2025 10:40:19 AM	23 Sep, 2025 12:35:14 PM	0:10:45	100	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126422390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:44:09 AM	24 Sep, 2025 10:54:30 AM	23 Sep, 2025 12:46:52 PM	0:13:29	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	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
682126508024	[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]	24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			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		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			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		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			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		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126508024			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:40:28 AM	24 Sep, 2025 10:55:15 AM	23 Sep, 2025 06:20:02 PM	0:10:23	95	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126564350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 11:04:42 AM	24 Sep, 2025 11:14:50 AM	23 Sep, 2025 10:31:22 PM	0:09:21	65	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			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		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	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
682126319913	[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]	24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			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		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			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		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126319913			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 11:25:40 AM	24 Sep, 2025 11:42:31 AM	22 Sep, 2025 05:47:04 PM	0:11:04	95	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126563245			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 12:03:14 PM	24 Sep, 2025 12:22:45 PM	23 Sep, 2025 10:25:12 PM	0:10:26	85	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	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
682126537696	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126537696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 12:11:06 PM	24 Sep, 2025 12:30:19 PM	23 Sep, 2025 08:21:28 PM	0:11:41	100	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126533785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 12:00:08 PM	24 Sep, 2025 12:46:25 PM	23 Sep, 2025 08:00:49 PM	0:12:35	80	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	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
682126521651	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682126521651			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 12:55:53 PM	24 Sep, 2025 01:08:48 PM	23 Sep, 2025 07:08:14 PM	0:09:20	90	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682125931935			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 12:52:41 PM	24 Sep, 2025 01:26:55 PM	18 Sep, 2025 08:02:18 PM	0:18:03	95	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126598353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 02:16:55 PM	24 Sep, 2025 02:26:16 PM	24 Sep, 2025 12:45:22 PM	0:09:05	100	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	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
682126305016	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			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		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			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		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			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		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126305016			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 01:06:25 PM	24 Sep, 2025 02:31:17 PM	22 Sep, 2025 05:59:03 PM	0:20:14	95	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	s	24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126479155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 02:38:29 PM	24 Sep, 2025 02:51:54 PM	23 Sep, 2025 04:41:05 PM	0:10:03	45	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	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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682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126609588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 03:28:35 PM	24 Sep, 2025 03:42:52 PM	24 Sep, 2025 01:37:59 PM	0:11:28	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126594289			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Sep, 2025 03:49:30 PM	24 Sep, 2025 04:11:08 PM	24 Sep, 2025 12:04:12 PM	0:08:50	100	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126634569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 04:02:24 PM	24 Sep, 2025 04:26:41 PM	24 Sep, 2025 03:04:22 PM	0:14:30	95	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	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
682126626144	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126626144			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 04:18:13 PM	24 Sep, 2025 04:31:08 PM	24 Sep, 2025 02:36:00 PM	0:19:18	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126655865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 04:17:28 PM	24 Sep, 2025 04:33:43 PM	24 Sep, 2025 03:52:22 PM	0:08:16	100	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	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
682126471106	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126471106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 05:06:10 PM	24 Sep, 2025 05:14:02 PM	23 Sep, 2025 04:05:53 PM	0:10:06	90	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126535441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 04:43:36 PM	24 Sep, 2025 05:15:57 PM	23 Sep, 2025 08:06:18 PM	0:18:45	65	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126594544			CTE_Credit_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Sep, 2025 05:00:41 PM	24 Sep, 2025 05:39:00 PM	24 Sep, 2025 12:05:46 PM	0:07:45	85	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	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
682126534765	[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]	24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126534765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 05:44:35 PM	24 Sep, 2025 05:54:26 PM	23 Sep, 2025 08:01:04 PM	0:12:57	70	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126628537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 06:15:00 PM	24 Sep, 2025 06:21:43 PM	24 Sep, 2025 02:41:04 PM	0:15:47	95	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	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
682126597186	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
682126597186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 06:28:12 PM	24 Sep, 2025 06:37:02 PM	24 Sep, 2025 12:39:43 PM	0:10:59	100	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			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		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			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		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			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		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
681099937411			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 06:29:01 PM	24 Sep, 2025 06:45:52 PM	11 Sep, 2025 05:00:37 PM	0:05:43	90	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	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
682126420220	[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]	24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126420220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 06:53:57 PM	24 Sep, 2025 07:05:34 PM	23 Sep, 2025 12:26:49 PM	0:13:32	85	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
682126601096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 07:17:16 PM	24 Sep, 2025 07:26:44 PM	24 Sep, 2025 01:00:09 PM	0:09:29	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
681098625447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 07:17:26 PM	24 Sep, 2025 07:27:37 PM	03 Sep, 2025 03:58:16 PM	0:06:24	100	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	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
682126593662	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126593662			CTE_Res_Billing		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		24 Sep, 2025 06:34:33 PM	24 Sep, 2025 07:29:11 PM	24 Sep, 2025 12:03:44 PM	0:06:35	85	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126687210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 07:21:41 PM	24 Sep, 2025 07:31:08 PM	24 Sep, 2025 06:16:08 PM	0:10:29	80	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	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
682126629025	[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]	24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126629025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 07:25:36 PM	24 Sep, 2025 07:34:14 PM	24 Sep, 2025 02:45:21 PM	0:16:07	85	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126663925			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 06:39:08 PM	24 Sep, 2025 08:02:30 PM	24 Sep, 2025 04:58:02 PM	0:15:05	95	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			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		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			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		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			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		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126639771			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 08:48:12 PM	24 Sep, 2025 08:51:47 PM	24 Sep, 2025 03:00:26 PM	0:15:52	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	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
682126646917	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			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		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			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		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			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		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
682126646917			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 09:15:54 PM	24 Sep, 2025 09:27:53 PM	24 Sep, 2025 03:25:21 PM	0:15:55	100	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681099473943			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:06:01 PM	24 Sep, 2025 10:14:35 PM	09 Sep, 2025 12:03:23 PM	0:04:47	95	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			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		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			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		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	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
681100039844	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			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		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
681100039844			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:15:15 PM	24 Sep, 2025 10:19:57 PM	12 Sep, 2025 12:54:43 PM	0:05:16	100	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
682126661674			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Sep, 2025 10:44:52 PM	24 Sep, 2025 10:54:39 PM	24 Sep, 2025 04:49:40 PM	0:04:23	90	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
681099733687			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	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
681099733687	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	24 Sep, 2025 10:57:27 PM	24 Sep, 2025 11:01:52 PM	10 Sep, 2025 03:53:11 PM	0:04:41	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126743120	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	25 Sep, 2025 10:03:45 AM	25 Sep, 2025 10:19:08 AM	24 Sep, 2025 09:06:45 PM	0:09:04	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[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]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[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]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[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 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[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 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[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]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[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 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
682126418670	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	25 Sep, 2025 10:33:33 AM	25 Sep, 2025 10:41:07 AM	23 Sep, 2025 12:16:29 PM	0:11:22	100	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[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]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[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 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[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]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[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]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[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	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	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
681100103586	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586			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 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681100103586			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 01:24:14 PM	25 Sep, 2025 01:32:58 PM	12 Sep, 2025 04:23:28 PM	0:05:06	90	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT 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 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		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 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
681099740191			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 01:33:37 PM	25 Sep, 2025 01:46:08 PM	10 Sep, 2025 04:11:51 PM	0:05:07	70	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT 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 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		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 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126757019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 01:20:48 PM	25 Sep, 2025 01:57:07 PM	24 Sep, 2025 09:48:29 PM	0:12:00	85	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	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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682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT 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 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
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682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		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 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126602166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 01:53:12 PM	25 Sep, 2025 02:06:36 PM	24 Sep, 2025 01:05:20 PM	0:11:23	95	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT 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 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		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 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126754676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 02:07:41 PM	25 Sep, 2025 02:42:05 PM	24 Sep, 2025 10:56:23 PM	0:13:03	80	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	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
682126700525	[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]	5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		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 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126700525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		5 Sep, 2025 02:41:20 PM	25 Sep, 2025 03:03:01 PM	24 Sep, 2025 07:02:07 PM	0:13:44	90	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT 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 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		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 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126756909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		5 Sep, 2025 03:12:54 PM	25 Sep, 2025 03:22:16 PM	24 Sep, 2025 11:05:27 PM	0:14:13	95	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT 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 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		5 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	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
682126781671	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		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 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126781671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 03:17:56 PM	25 Sep, 2025 03:26:08 PM	25 Sep, 2025 12:05:03 PM	0:09:13	100	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
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682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT 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 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		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 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682126785859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 03:52:03 PM	25 Sep, 2025 03:58:04 PM	25 Sep, 2025 12:50:37 PM	0:10:37	95	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			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 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			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 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	g	25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	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
682125790892		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892		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 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682125790892		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 03:56:50 PM	25 Sep, 2025 03:59:49 PM	17 Sep, 2025 09:11:44 PM	0:10:10	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		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 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		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 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
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682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		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 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126545272		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 03:58:37 PM	25 Sep, 2025 04:05:19 PM	23 Sep, 2025 08:57:12 PM	0:04:34	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT 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 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		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 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126830399		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 04:20:30 PM	25 Sep, 2025 04:33:23 PM	25 Sep, 2025 03:50:51 PM	0:21:48	100	External
682126761526		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	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
682126761526	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT 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 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		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 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126761526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 04:22:39 PM	25 Sep, 2025 04:33:54 PM	24 Sep, 2025 11:18:11 PM	0:11:23	70	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesn		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesn		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesn		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126782732			CTE_Credit_Payment		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		25 Sep, 2025 04:06:38 PM	25 Sep, 2025 04:34:20 PM	25 Sep, 2025 12:22:15 PM	0:06:54	90	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT 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 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	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
682126836364		CTE_Credit		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 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126836364		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 04:44:25 PM	25 Sep, 2025 05:00:11 PM	25 Sep, 2025 04:12:44 PM	0:14:50	100	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT 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 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		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 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126706049		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 05:03:38 PM	25 Sep, 2025 05:13:49 PM	24 Sep, 2025 07:20:32 PM	0:09:12	90	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT 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 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		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 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126708882		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 05:21:28 PM	25 Sep, 2025 05:30:17 PM	24 Sep, 2025 07:30:52 PM	0:07:47	100	External
682126849233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	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
682126849233	CTE_Credit		Alorica - CT 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 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		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 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126849233	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 05:20:50 PM	25 Sep, 2025 05:30:45 PM	25 Sep, 2025 05:01:42 PM	0:10:39	95	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT 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 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		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 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126601488	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 05:36:49 PM	25 Sep, 2025 05:43:07 PM	24 Sep, 2025 01:01:20 PM	0:06:13	100	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT 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 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	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
682126810621	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621			CTE_Credit		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 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126810621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 05:51:06 PM	25 Sep, 2025 06:06:03 PM	25 Sep, 2025 02:45:02 PM	0:12:39	65	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT 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 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		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 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126675990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 06:04:56 PM	25 Sep, 2025 06:34:44 PM	24 Sep, 2025 05:37:18 PM	0:13:29	95	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT 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 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126673569			CTE_Credit		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 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	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
682126673569	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	25 Sep, 2025 06:24:35 PM	25 Sep, 2025 06:37:38 PM	24 Sep, 2025 05:29:37 PM	0:12:00	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			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 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			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 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			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 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126703139			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 06:41:45 PM	25 Sep, 2025 07:35:21 PM	24 Sep, 2025 07:12:55 PM	0:12:37	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT 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 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		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 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126811147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 07:43:37 PM	25 Sep, 2025 08:04:53 PM	25 Sep, 2025 02:42:02 PM	0:07:28	100	External
682126499946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	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
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT 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 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		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 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126499946	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		25 Sep, 2025 08:41:58 PM	25 Sep, 2025 08:48:50 PM	23 Sep, 2025 05:58:46 PM	0:07:58	85	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT 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 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		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 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126917819	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 10:21:19 AM	26 Sep, 2025 10:39:28 AM	25 Sep, 2025 10:11:49 PM	0:11:32	100	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT 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 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	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
682126800828	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		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 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126800828			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 11:02:32 AM	26 Sep, 2025 11:14:36 AM	25 Sep, 2025 02:06:12 PM	0:10:02	85	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT 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 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		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 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126890208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 11:21:01 AM	26 Sep, 2025 11:44:01 AM	25 Sep, 2025 07:15:35 PM	0:13:42	80	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT 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 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	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
682126736677	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		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 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126736677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 11:34:45 AM	26 Sep, 2025 11:48:18 AM	24 Sep, 2025 09:55:24 PM	0:13:23	85	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT 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 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		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 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126931080			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 01:40:19 PM	26 Sep, 2025 01:48:26 PM	25 Sep, 2025 09:23:08 PM	0:11:10	100	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT 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 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	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
682126942942	[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]	26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126942942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 01:35:02 PM	26 Sep, 2025 01:50:40 PM	25 Sep, 2025 11:36:24 PM	0:16:08	80	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT 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 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		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 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126211974			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Sep, 2025 03:42:08 PM	26 Sep, 2025 02:15:39 PM	22 Sep, 2025 12:40:11 PM	0:15:55	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT 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 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		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 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126787533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 01:52:19 PM	26 Sep, 2025 02:22:36 PM	25 Sep, 2025 01:01:15 PM	0:14:53	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	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
682126972912	[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]	26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
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682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		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 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126972912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 02:11:14 PM	26 Sep, 2025 02:31:14 PM	26 Sep, 2025 01:03:24 PM	0:17:56	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT 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 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		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 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126707496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 02:23:00 PM	26 Sep, 2025 02:42:17 PM	24 Sep, 2025 07:26:07 PM	0:13:14	100	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			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 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			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 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	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
682126865892		CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		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 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126865892		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 02:44:42 PM	26 Sep, 2025 02:57:09 PM	25 Sep, 2025 06:06:41 PM	0:16:20	90	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT 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 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		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 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126905622		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 02:53:51 PM	26 Sep, 2025 03:01:50 PM	25 Sep, 2025 08:16:05 PM	0:12:07	95	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT 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 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	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
682126998262	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262			CTE_Credit		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 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682126998262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 03:48:41 PM	26 Sep, 2025 04:01:05 PM	26 Sep, 2025 03:04:17 PM	0:12:07	100	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT 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 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		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 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682127003410			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 04:21:59 PM	26 Sep, 2025 04:27:42 PM	26 Sep, 2025 03:16:42 PM	0:12:10	85	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT 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 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		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 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126906041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 04:09:52 PM	26 Sep, 2025 04:28:40 PM	25 Sep, 2025 08:15:31 PM	0:12:01	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			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 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	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
682126975457	[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]	26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			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 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			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 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126975457			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 04:20:04 PM	26 Sep, 2025 04:33:08 PM	26 Sep, 2025 01:21:15 PM	0:11:46	95	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT 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 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		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 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126981872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 04:45:15 PM	26 Sep, 2025 04:52:41 PM	26 Sep, 2025 01:52:40 PM	0:11:10	70	External
682126716493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			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 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	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
682126716493	[redacted]	[redacted]	TE_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]	26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_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 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682126716493			TE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		26 Sep, 2025 04:52:26 PM	26 Sep, 2025 05:19:01 PM	24 Sep, 2025 07:53:23 PM	0:11:39	95	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			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		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			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		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
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682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
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682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
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682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			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		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682127006191			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		26 Sep, 2025 05:06:02 PM	26 Sep, 2025 05:20:51 PM	26 Sep, 2025 03:27:49 PM	0:12:06	55	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
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682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			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		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			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		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	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
682126858987	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
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682126858987			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 05:19:18 PM	26 Sep, 2025 05:24:48 PM	25 Sep, 2025 05:50:40 PM	0:12:42	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT 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 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
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682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		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 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682126934405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 05:37:29 PM	26 Sep, 2025 05:42:46 PM	25 Sep, 2025 11:28:24 PM	0:13:52	100	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
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682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT 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 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
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682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
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682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682127020672			CTE_Credit		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 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	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
682127020672	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	26 Sep, 2025 05:28:56 PM	26 Sep, 2025 05:48:40 PM	26 Sep, 2025 04:25:48 PM	0:11:48	95	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT 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 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		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 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682126887884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 05:33:39 PM	26 Sep, 2025 05:58:52 PM	25 Sep, 2025 07:10:28 PM	0:11:07	100	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT 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 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		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 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127032190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 05:54:23 PM	26 Sep, 2025 06:12:46 PM	26 Sep, 2025 05:10:22 PM	0:12:19	95	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	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
682127003183	[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]	26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT 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 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		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 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127003183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 05:56:22 PM	26 Sep, 2025 06:14:44 PM	26 Sep, 2025 03:21:24 PM	0:10:44	70	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT 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 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		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 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127036041			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 06:11:08 PM	26 Sep, 2025 06:22:09 PM	26 Sep, 2025 05:22:55 PM	0:10:36	100	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT 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 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	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
682127012527	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		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 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127012527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 06:17:38 PM	26 Sep, 2025 06:25:57 PM	26 Sep, 2025 03:52:12 PM	0:13:19	85	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT 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 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		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 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682127022249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 06:17:08 PM	26 Sep, 2025 06:35:55 PM	26 Sep, 2025 04:30:01 PM	0:11:23	90	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT 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 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	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
682126987802	[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]	26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802		CTE_Credit		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 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126987802		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 05:51:03 PM	26 Sep, 2025 07:19:17 PM	26 Sep, 2025 02:20:52 PM	0:14:09	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT 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 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		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 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682126976514		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 07:01:24 PM	26 Sep, 2025 07:26:55 PM	26 Sep, 2025 01:29:47 PM	0:15:54	100	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT 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 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		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 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127054135		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 07:35:33 PM	26 Sep, 2025 08:04:51 PM	26 Sep, 2025 06:33:31 PM	0:14:30	95	External
682127027437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	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
682127027437	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT 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 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	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 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682127027437			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 08:11:53 PM	26 Sep, 2025 08:28:38 PM	26 Sep, 2025 04:59:26 PM	0:12:40	95	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			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 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			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 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			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 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126922451			CTE_Credit_Disco	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 01:27:03 PM	29 Sep, 2025 01:56:56 PM	25 Sep, 2025 09:05:23 PM	0:06:21	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			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 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839			CTE_Credit_Span	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	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
682126970839		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 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		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 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682126970839		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 10:33:54 AM	29 Sep, 2025 10:46:40 AM	26 Sep, 2025 12:19:54 PM	0:12:31	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		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 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT 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 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127086925		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 09:15:13 PM	29 Sep, 2025 09:25:17 PM	26 Sep, 2025 09:50:05 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		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 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		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 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		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 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	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
682127098813	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127098813			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 11:08:00 AM	29 Sep, 2025 11:26:59 AM	26 Sep, 2025 08:42:31 PM	0:12:58	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			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 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			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 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			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 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127014955			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 11:39:17 AM	29 Sep, 2025 11:59:39 AM	26 Sep, 2025 03:09:54 PM	0:12:16	100	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		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 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT 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 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127174545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:54:01 PM	29 Sep, 2025 05:08:01 PM	29 Sep, 2025 12:25:13 PM	0:16:21	85	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		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 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	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
682127073121	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT 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 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127073121			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 12:15:39 PM	29 Sep, 2025 12:22:48 PM	26 Sep, 2025 07:57:33 PM	0:10:06	95	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		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 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT 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 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127175271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 06:46:04 PM	29 Sep, 2025 06:52:53 PM	29 Sep, 2025 12:25:13 PM	0:07:51	65	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		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 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 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
682127215539	[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 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT 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 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682127215539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 06:18:41 PM	29 Sep, 2025 07:00:26 PM	29 Sep, 2025 03:18:44 PM	0:11:25	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		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 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT 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 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682126880098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 09:51:46 PM	29 Sep, 2025 10:09:07 PM	25 Sep, 2025 06:48:38 PM	0:12:06	100	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		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 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT 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 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	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
682127282778	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127282778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 09:14:34 PM	29 Sep, 2025 09:45:16 PM	29 Sep, 2025 07:45:49 PM	0:11:54	90	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		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 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT 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 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127191662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:09:10 PM	29 Sep, 2025 05:18:18 PM	29 Sep, 2025 02:30:43 PM	0:16:27	75	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		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 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT 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 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127189731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 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
682127189731	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Sep, 2025 06:10:59 PM	29 Sep, 2025 06:31:35 PM	29 Sep, 2025 02:26:58 PM	0:11:39	85	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			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 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			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 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			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 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682127187271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:30:51 PM	29 Sep, 2025 04:49:22 PM	29 Sep, 2025 02:01:51 PM	0:10:20	100	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		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 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT 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 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682126981064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 07:04:34 PM	29 Sep, 2025 07:30:17 PM	26 Sep, 2025 01:48:14 PM	0:17:39	95	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		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 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	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
682127174274	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
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682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT 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 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127174274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 08:09:37 PM	29 Sep, 2025 08:10:45 PM	29 Sep, 2025 12:37:23 PM	0:17:10	100	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		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 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT 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 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682127090665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 03:32:10 PM	29 Sep, 2025 03:43:37 PM	26 Sep, 2025 09:05:27 PM	0:10:05	95	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			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 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			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 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	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
682126656136	[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]	29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			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 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682126656136			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 10:47:52 AM	29 Sep, 2025 11:02:49 AM	24 Sep, 2025 03:47:34 PM	0:10:33	75	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	they	29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		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 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e I ll PP	29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT 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 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
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682127018940			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 11:37:50 AM	29 Sep, 2025 11:50:25 AM	26 Sep, 2025 04:20:05 PM	0:11:08	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		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 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT 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 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	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
682126873291	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682126873291			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 07:26:24 PM	29 Sep, 2025 07:31:17 PM	25 Sep, 2025 06:27:13 PM	0:12:10	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		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 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT 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 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127111084			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 09:33:17 PM	29 Sep, 2025 09:52:34 PM	26 Sep, 2025 11:16:27 PM	0:13:29	95	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		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 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT 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 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	100	External
682127182122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 06:07:43 PM	29 Sep, 2025 06:12:08 PM	29 Sep, 2025 01:12:15 PM	0:10:03	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
682127279729	[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]	29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		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 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT 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 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127279729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 08:54:59 PM	29 Sep, 2025 09:10:54 PM	29 Sep, 2025 07:31:38 PM	0:16:24	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		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 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT 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 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127272011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 07:42:08 PM	29 Sep, 2025 07:52:28 PM	29 Sep, 2025 07:04:01 PM	0:12:53	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		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 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	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
682127175913	[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 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT 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 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127175913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 01:12:46 PM	29 Sep, 2025 01:16:14 PM	29 Sep, 2025 12:38:35 PM	0:06:59	100	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			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 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			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 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			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 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127244224			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:47:08 PM	29 Sep, 2025 05:49:27 PM	29 Sep, 2025 03:54:23 PM	0:14:42	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			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 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			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 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			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 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	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
682127080971	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127080971			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 12:43:34 PM	29 Sep, 2025 02:58:55 PM	26 Sep, 2025 07:28:59 PM	0:11:33	95	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		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 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT 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 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127200268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:31:26 PM	29 Sep, 2025 04:50:10 PM	29 Sep, 2025 03:10:00 PM	0:09:57	80	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		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 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT 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 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	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
682127043623	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127043623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 10:49:18 AM	29 Sep, 2025 11:16:31 AM	26 Sep, 2025 05:57:34 PM	0:13:13	75	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		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 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT 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 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682127272234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 07:54:25 PM	29 Sep, 2025 08:05:18 PM	29 Sep, 2025 07:03:38 PM	0:05:31	55	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		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 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT 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 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126974284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 10:42:08 AM	29 Sep, 2025 10:49:16 AM	26 Sep, 2025 01:23:04 PM	0:09:32	100	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			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 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	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
682126906301	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			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 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			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 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682126906301			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Sep, 2025 12:07:50 PM	29 Sep, 2025 12:39:52 PM	25 Sep, 2025 08:19:02 PM	0:11:01	80	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		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 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT 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 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127233067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 Sep, 2025 08:17:53 PM	29 Sep, 2025 08:50:55 PM	29 Sep, 2025 04:53:42 PM	0:13:23	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		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 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	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
682127185372	[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 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682127185372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:40:30 PM	29 Sep, 2025 05:48:55 PM	29 Sep, 2025 01:45:59 PM	0:13:01	100	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			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 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			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 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			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 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682126973228			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Sep, 2025 02:01:12 PM	29 Sep, 2025 11:29:26 AM	26 Sep, 2025 01:07:25 PM	0:15:15	45	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		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 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT 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 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
682127045827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	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
6821270458	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
6821270458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
6821270458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
6821270458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
6821270458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 12:54:25 PM	29 Sep, 2025 12:58:56 PM	26 Sep, 2025 06:03:07 PM	0:14:16	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			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 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			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 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			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 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821272399			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:13:46 PM	29 Sep, 2025 05:17:12 PM	29 Sep, 2025 04:27:25 PM	0:13:29	100	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		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 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT 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 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821273030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 11:02:50 PM	29 Sep, 2025 11:12:57 PM	29 Sep, 2025 10:12:06 PM	0:08:37	95	External
6821271985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
6821271985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	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
68212719856	[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]	29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT 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 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212719856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:07:38 PM	29 Sep, 2025 05:13:04 PM	29 Sep, 2025 02:21:02 PM	0:13:27	100	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		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 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	d	29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT 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 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212709444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 06:01:12 PM	29 Sep, 2025 06:15:41 PM	26 Sep, 2025 10:39:50 PM	0:17:40	75	External
68212728936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
68212728936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
68212728936			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 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
68212728936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
68212728936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
68212728936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
68212728936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	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
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			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 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			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 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127289362			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 08:07:32 PM	29 Sep, 2025 08:21:13 PM	29 Sep, 2025 07:09:19 PM	0:10:21	75	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		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 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT 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 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127174200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 01:54:12 PM	29 Sep, 2025 02:50:31 PM	29 Sep, 2025 12:03:58 PM	0:12:22	80	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		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 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT 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 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	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
682127186626	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127186626			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 02:39:36 PM	29 Sep, 2025 02:47:17 PM	29 Sep, 2025 02:00:20 PM	0:08:09	90	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		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 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT 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 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127179929			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 03:27:26 PM	29 Sep, 2025 03:36:11 PM	29 Sep, 2025 01:03:15 PM	0:13:24	95	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			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 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			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 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			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 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	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
682127100194	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682127100194			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:39:05 PM	29 Sep, 2025 04:49:48 PM	26 Sep, 2025 08:55:31 PM	0:11:16	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		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 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT 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 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682126969464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:18:12 PM	29 Sep, 2025 04:45:17 PM	26 Sep, 2025 12:18:00 PM	0:11:04	80	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		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 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT 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 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127087065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:06:35 PM	29 Sep, 2025 04:18:38 PM	26 Sep, 2025 09:49:14 PM	0:12:33	75	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		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 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	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
682127174622	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT 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 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127174622			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 03:49:39 PM	29 Sep, 2025 03:55:25 PM	29 Sep, 2025 12:48:23 PM	0:10:05	100	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		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 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT 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 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127228672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 09:11:50 PM	29 Sep, 2025 09:26:08 PM	29 Sep, 2025 04:42:08 PM	0:12:36	90	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		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 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 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
682127039221	[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 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT 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 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127039221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:17:18 PM	29 Sep, 2025 06:52:59 PM	26 Sep, 2025 05:31:00 PM	0:18:22	95	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		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 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT 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 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127181545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 06:11:01 PM	29 Sep, 2025 06:27:04 PM	29 Sep, 2025 01:38:02 PM	0:08:35	65	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			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		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			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		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	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
682127226220	[redacted]	[redacted]	CTE_Credit_Disco_Span	[redacted]	orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		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		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127226220			CTE_Credit_Disco_Span		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 06:04:59 PM	29 Sep, 2025 06:27:30 PM	29 Sep, 2025 02:59:18 PM	0:13:01	85	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		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		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		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		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127265455			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 08:05:11 PM	29 Sep, 2025 08:31:33 PM	29 Sep, 2025 06:27:43 PM	0:10:10	100	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			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		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			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		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			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		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127277936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	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
682127277936	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	29 Sep, 2025 09:28:27 PM	29 Sep, 2025 09:41:50 PM	29 Sep, 2025 07:28:12 PM	0:08:59	75	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		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 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT 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 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127019615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 11:48:51 AM	29 Sep, 2025 11:57:23 AM	26 Sep, 2025 04:20:09 PM	0:11:18	95	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		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 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT 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 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127252418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 07:47:51 PM	29 Sep, 2025 08:12:37 PM	29 Sep, 2025 05:55:04 PM	0:17:05	90	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			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 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	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
682127197091	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			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 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			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 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127197091			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:46:21 PM	29 Sep, 2025 05:58:18 PM	29 Sep, 2025 01:34:23 PM	0:10:51	100	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		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 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
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682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT 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 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
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682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127201197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:48:45 PM	29 Sep, 2025 05:10:34 PM	29 Sep, 2025 03:12:19 PM	0:11:18	90	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		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 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	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
682127245591	[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 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT 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 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 09:42:35 PM	29 Sep, 2025 09:51:48 PM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		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 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT 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 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127077312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 05:02:18 PM	29 Sep, 2025 05:05:13 PM	26 Sep, 2025 08:11:46 PM	0:14:15	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		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 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT 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 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	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
682127195573	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127195573			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:17:34 PM	29 Sep, 2025 04:19:05 PM	29 Sep, 2025 02:41:30 PM	0:08:21	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		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 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT 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 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127065691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 03:33:48 PM	29 Sep, 2025 03:50:07 PM	26 Sep, 2025 07:26:13 PM	0:11:36	100	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		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 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT 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 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127174700			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 12:59:10 PM	29 Sep, 2025 01:12:56 PM	29 Sep, 2025 12:20:02 PM	0:10:20	95	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		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 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	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
682127197636	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT 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 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127197636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 04:45:44 PM	29 Sep, 2025 04:48:13 PM	29 Sep, 2025 02:50:03 PM	0:10:27	100	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			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 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			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 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			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 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127377065			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 03:46:14 PM	30 Sep, 2025 03:55:06 PM	30 Sep, 2025 01:43:34 PM	0:18:39	95	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		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 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	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
682127251016	[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]	30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127251016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:12:38 PM	30 Sep, 2025 01:35:55 PM	29 Sep, 2025 05:56:25 PM	0:15:11	100	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		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 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT 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 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127349161			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 09:25:29 PM	30 Sep, 2025 09:26:17 PM	29 Sep, 2025 10:22:39 PM	0:16:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			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 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			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 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			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 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127449809			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	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
682127449809	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	30 Sep, 2025 05:17:16 PM	30 Sep, 2025 05:33:54 PM	30 Sep, 2025 04:37:39 PM	0:15:42	95	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			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		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			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		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			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		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127388994			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 03:54:04 PM	30 Sep, 2025 03:54:44 PM	30 Sep, 2025 02:58:34 PM	0:17:09	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		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 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT 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 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127381800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 08:14:30 PM	30 Sep, 2025 08:18:23 PM	30 Sep, 2025 02:01:46 PM	0:08:34	100	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			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 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	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
682127426142	[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]	30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			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 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			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 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127426142			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 06:55:14 PM	30 Sep, 2025 06:55:48 PM	30 Sep, 2025 04:36:12 PM	0:09:50	90	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		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 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT 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 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127282690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:12:55 PM	30 Sep, 2025 01:33:45 PM	29 Sep, 2025 07:42:28 PM	0:12:09	95	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		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 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT 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 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	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
682127191817	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127191817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 12:09:42 PM	30 Sep, 2025 12:22:37 PM	29 Sep, 2025 01:26:46 PM	0:10:39	75	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			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 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			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 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			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 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682127409926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 07:33:45 PM	30 Sep, 2025 07:35:08 PM	30 Sep, 2025 03:43:31 PM	0:05:49	95	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			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 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			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 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			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 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682126843349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 08:30:18 PM	30 Sep, 2025 08:34:12 PM	25 Sep, 2025 04:40:57 PM	0:10:41	100	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	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
682127300097	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		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 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT 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 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127300097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:40:11 PM	30 Sep, 2025 02:02:07 PM	29 Sep, 2025 09:31:12 PM	0:10:27	95	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		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 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT 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 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127413590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 05:58:54 PM	30 Sep, 2025 06:08:29 PM	30 Sep, 2025 03:55:25 PM	0:09:47	90	External
682127369588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588			CTE_Credit		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 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	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
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT 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 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127369588	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:32:57 PM	30 Sep, 2025 02:18:50 PM	30 Sep, 2025 12:18:02 PM	0:16:55	80	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		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 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT 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 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127191643	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 08:20:17 PM	30 Sep, 2025 08:23:21 PM	29 Sep, 2025 01:56:29 PM	0:10:43	95	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		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 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	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
682127241977		CTE_Credit		Alorica - CT 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 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127241977		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 02:25:45 PM	30 Sep, 2025 02:42:05 PM	29 Sep, 2025 05:25:06 PM	0:09:28	85	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		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 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT 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 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127211978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 10:35:58 AM	30 Sep, 2025 10:55:23 AM	29 Sep, 2025 03:51:10 PM	0:11:19	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		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 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT 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 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	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
682127108948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127108948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 11:54:53 AM	30 Sep, 2025 12:03:04 PM	26 Sep, 2025 11:15:53 PM	0:13:04	90	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			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 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			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 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			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 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127371624			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 02:53:45 PM	30 Sep, 2025 03:10:07 PM	30 Sep, 2025 01:00:15 PM	0:12:12	95	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			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 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			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 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			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 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127249218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 10:24:02 AM	30 Sep, 2025 10:34:29 AM	29 Sep, 2025 04:09:15 PM	0:09:09	90	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		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 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	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
682127030241	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT 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 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	the	30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127030241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 11:36:40 AM	30 Sep, 2025 11:47:14 AM	26 Sep, 2025 05:00:44 PM	0:11:27	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		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 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2			30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT 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 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127378776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 03:28:14 PM	30 Sep, 2025 04:02:14 PM	30 Sep, 2025 01:52:26 PM	0:15:02	95	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		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 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 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
682127330250	[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 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT 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 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127330250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:40:46 PM	30 Sep, 2025 02:01:55 PM	29 Sep, 2025 11:42:39 PM	0:14:17	100	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			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 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			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 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			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 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127465058			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 07:44:31 PM	30 Sep, 2025 07:45:16 PM	30 Sep, 2025 06:31:14 PM	0:08:58	80	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		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 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT 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 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	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
682127234099	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127234099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:07:22 PM	30 Sep, 2025 01:20:19 PM	29 Sep, 2025 04:16:40 PM	0:21:50	95	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		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 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT 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 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314275			CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 11:28:56 AM	30 Sep, 2025 11:30:12 AM	29 Sep, 2025 07:36:21 PM	0:06:54	100	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		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 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT 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 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	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
682127314928	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127314928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:23:11 PM	30 Sep, 2025 01:34:29 PM	29 Sep, 2025 10:53:11 PM	0:13:18	75	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		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 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT 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 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127300353			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 01:55:19 PM	30 Sep, 2025 01:59:03 PM	29 Sep, 2025 09:41:09 PM	0:12:43	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		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 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT 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 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127194893			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 11:25:46 AM	30 Sep, 2025 11:38:12 AM	29 Sep, 2025 02:41:40 PM	0:11:48	95	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			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 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	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
682127211252	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			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 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			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 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127211252			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 Sep, 2025 11:42:35 PM	30 Sep, 2025 12:03:03 AM	29 Sep, 2025 02:26:07 PM	0:13:39	90	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		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 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT 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 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127342629			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 02:18:28 PM	30 Sep, 2025 02:53:15 PM	29 Sep, 2025 10:02:30 PM	0:18:43	85	External
682127339567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567			CTE_Credit		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 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	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
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT 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 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682127339567		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 08:35:51 PM	30 Sep, 2025 08:46:41 PM	30 Sep, 2025 12:00:55 AM	0:16:25	95	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		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 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		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 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		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 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682126886127		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 09:13:17 PM	30 Sep, 2025 09:18:32 PM	25 Sep, 2025 07:04:18 PM	0:09:17	70	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		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 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT 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 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024		CTE_Outbound		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External

Master Contact	Skill	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127359024	CTE_Outbound	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024	CTE_Outbound	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024	CTE_Outbound	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024	CTE_Outbound	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127359024	CTE_Outbound	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Sep, 2025 11:39:14 AM	30 Sep, 2025 11:40:07 AM	29 Sep, 2025 11:26:50 PM	0:06:00	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	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	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	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	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	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	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682127372289	CTE_Credit_Escalation	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Sep, 2025 02:26:37 PM	30 Sep, 2025 02:31:23 PM	30 Sep, 2025 01:31:01 PM	0:06:04	95	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	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 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT 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 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
682126968766	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 Sep, 2025 03:29:07 PM	30 Sep, 2025 03:30:13 PM	26 Sep, 2025 12:25:55 PM	0:07:31	100	External
6821273726 70	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
6821273726 70	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
6821273726 70	CTE_Credit	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 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	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
682127372670	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT 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 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
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682127372670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 02:59:47 PM	30 Sep, 2025 03:05:07 PM	30 Sep, 2025 01:15:03 PM	0:10:10	100	External
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682127206339			CTE_Credit		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 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT 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 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127206339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 10:38:27 AM	30 Sep, 2025 10:47:00 AM	29 Sep, 2025 03:28:28 PM	0:10:39	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
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682127230221			CTE_Credit		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 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	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
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT 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 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127230221		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 11:14:29 AM	30 Sep, 2025 11:15:40 AM	29 Sep, 2025 04:48:31 PM	0:11:27	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		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 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT 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 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
682127245591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 Sep, 2025 11:11:36 AM	30 Sep, 2025 11:17:49 AM	29 Sep, 2025 05:39:52 PM	0:11:40	100	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		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 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT 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 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111631830		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	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
683111631830	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Oct, 2025 06:04:09 PM	01 Oct, 2025 06:12:17 PM	01 Oct, 2025 05:23:55 PM	0:12:16	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	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 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
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683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT 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 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111568288			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Oct, 2025 07:00:34 PM	01 Oct, 2025 08:50:41 PM	01 Oct, 2025 01:14:30 PM	0:12:18	95	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
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683111577591			CTE_Credit	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 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT 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 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
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683111577591			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 Oct, 2025 04:19:45 PM	01 Oct, 2025 04:29:02 PM	01 Oct, 2025 02:12:23 PM	0:15:19	80	External
683111618754			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
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683111618754			CTE_Credit	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 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	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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683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT 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 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
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683111618754			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Oct, 2025 07:53:57 PM	01 Oct, 2025 08:04:47 PM	01 Oct, 2025 04:49:53 PM	0:14:57	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		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 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT 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 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
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683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111589871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Oct, 2025 05:19:20 PM	01 Oct, 2025 05:41:36 PM	01 Oct, 2025 03:02:45 PM	0:10:09	85	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		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 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT 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 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	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
683111644491	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111644491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Oct, 2025 06:33:29 PM	01 Oct, 2025 06:44:26 PM	01 Oct, 2025 06:03:58 PM	0:10:22	95	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		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 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT 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 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111566253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Oct, 2025 01:24:52 PM	01 Oct, 2025 03:15:57 PM	01 Oct, 2025 12:45:45 PM	0:09:23	85	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		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 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT 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 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	External
683111606433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Oct, 2025 08:31:59 PM	01 Oct, 2025 08:41:07 PM	01 Oct, 2025 04:07:17 PM	0:12:01	80	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
682127390660	[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]	01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		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 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT 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 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
682127390660			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 Oct, 2025 01:21:06 PM	01 Oct, 2025 01:25:18 PM	30 Sep, 2025 01:40:07 PM	0:13:28	90	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	eak	02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111693096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Oct, 2025 02:01:08 PM	02 Oct, 2025 02:17:28 PM	01 Oct, 2025 08:14:18 PM	0:11:22	70	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	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
683111696328	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	roll.	02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111696328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Oct, 2025 11:22:52 AM	02 Oct, 2025 11:32:43 AM	01 Oct, 2025 08:08:06 PM	0:13:10	90	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	er ong c	02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111709158			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Oct, 2025 03:18:30 PM	02 Oct, 2025 03:38:56 PM	01 Oct, 2025 07:56:02 PM	0:15:01	95	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	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
683111826564	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111826564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Oct, 2025 06:12:43 PM	02 Oct, 2025 06:13:11 PM	02 Oct, 2025 04:36:50 PM	0:13:09	100	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111741155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		02 Oct, 2025 10:26:16 AM	02 Oct, 2025 10:37:14 AM	01 Oct, 2025 10:09:34 PM	0:12:32	90	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	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
683111760610	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111760610		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Oct, 2025 02:45:58 PM	02 Oct, 2025 02:54:48 PM	02 Oct, 2025 12:03:05 PM	0:13:01	100	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
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683111710838		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Oct, 2025 05:55:38 PM	02 Oct, 2025 06:08:59 PM	01 Oct, 2025 10:33:41 PM	0:09:00	85	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		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		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		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		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		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		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111991097		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 09:33:55 PM	03 Oct, 2025 09:54:35 PM	03 Oct, 2025 04:19:07 PM	0:16:02	95	External
683111947757		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	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
683111947757	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			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		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	re PP	03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			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		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			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		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111947757			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 01:09:32 PM	03 Oct, 2025 01:25:33 PM	03 Oct, 2025 12:29:09 PM	0:13:41	80	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			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		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			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		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			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		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111975345			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 02:58:11 PM	03 Oct, 2025 03:18:53 PM	03 Oct, 2025 02:06:03 PM	0:10:18	100	External
683111719691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
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683111719691			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	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
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683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111719691		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 04:34:40 PM	03 Oct, 2025 04:41:59 PM	01 Oct, 2025 10:58:56 PM	0:08:52	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		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		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		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		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		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		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111892584		CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 03:16:42 PM	03 Oct, 2025 03:39:52 PM	02 Oct, 2025 07:36:53 PM	0:14:51	100	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	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
683111976821	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111976821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 07:07:40 PM	03 Oct, 2025 07:14:33 PM	03 Oct, 2025 03:18:37 PM	0:09:58	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683111960101			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 06:14:03 PM	03 Oct, 2025 06:22:33 PM	03 Oct, 2025 02:13:16 PM	0:10:46	85	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	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
683112053111	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112053111			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 09:02:56 PM	03 Oct, 2025 09:25:52 PM	03 Oct, 2025 07:16:08 PM	0:15:56	75	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			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 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			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 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			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 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683112002886			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Oct, 2025 12:11:08 PM	05 Oct, 2025 12:21:35 PM	03 Oct, 2025 03:35:13 PM	0:11:04	95	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			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		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			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		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			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		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111944647			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 06:09:33 PM	03 Oct, 2025 06:15:30 PM	03 Oct, 2025 12:03:52 PM	0:12:53	85	External
683111953685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	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
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111953685	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 02:10:40 PM	03 Oct, 2025 02:19:57 PM	03 Oct, 2025 01:34:02 PM	0:10:09	95	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111888778	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 01:41:12 PM	03 Oct, 2025 01:52:08 PM	02 Oct, 2025 08:28:28 PM	0:14:27	50	External
683111996911	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911	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		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	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
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		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		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		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		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111996911		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 06:26:08 PM	03 Oct, 2025 06:32:02 PM	03 Oct, 2025 04:21:26 PM	0:09:07	90	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683111944504		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 02:25:17 PM	03 Oct, 2025 02:48:19 PM	03 Oct, 2025 12:13:42 PM	0:11:25	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	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
683112000422	[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]	03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
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683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
683112000422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 05:51:10 PM	03 Oct, 2025 06:00:12 PM	03 Oct, 2025 04:29:44 PM	0:10:22	100	External
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683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT 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 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
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683112101476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Oct, 2025 10:09:17 AM	05 Oct, 2025 10:22:06 AM	03 Oct, 2025 11:23:44 PM	0:12:26	90	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
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683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
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683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
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683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	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
683111977831	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn	[redacted]	03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
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683111977831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 07:24:47 PM	03 Oct, 2025 07:44:46 PM	03 Oct, 2025 03:17:30 PM	0:12:58	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
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683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			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 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			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 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683112027593			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Oct, 2025 11:15:48 AM	05 Oct, 2025 11:32:24 AM	03 Oct, 2025 05:57:40 PM	0:11:21	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			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 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
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683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
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683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			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 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111900507			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Oct, 2025 12:48:47 PM	05 Oct, 2025 01:00:35 PM	02 Oct, 2025 07:56:34 PM	0:09:11	95	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	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
683111795552	[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]	03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683111795552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 11:52:52 AM	03 Oct, 2025 12:01:05 PM	02 Oct, 2025 03:13:50 PM	0:09:06	90	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			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 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
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683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			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 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			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 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683112057559			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Oct, 2025 11:01:50 AM	05 Oct, 2025 11:13:05 AM	03 Oct, 2025 06:37:46 PM	0:11:03	85	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			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		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	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
683111791433	[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]	03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			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		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			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		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111791433			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 12:05:28 PM	03 Oct, 2025 12:56:54 PM	02 Oct, 2025 02:55:19 PM	0:11:32	95	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111986800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 07:56:01 PM	03 Oct, 2025 08:01:40 PM	03 Oct, 2025 03:49:12 PM	0:08:32	90	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	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
683111870853	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111870853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 07:46:05 PM	03 Oct, 2025 07:49:27 PM	02 Oct, 2025 07:22:05 PM	0:14:46	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111790997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 02:38:35 PM	03 Oct, 2025 02:47:04 PM	02 Oct, 2025 02:56:11 PM	0:13:30	100	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	75	External
683111892543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 04:58:29 PM	03 Oct, 2025 05:16:00 PM	02 Oct, 2025 09:14:25 PM	0:13:16	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
683111996779	[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]	03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111996779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 05:14:51 PM	03 Oct, 2025 05:46:43 PM	03 Oct, 2025 04:19:30 PM	0:13:51	85	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
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683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
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683111968794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 04:05:47 PM	03 Oct, 2025 04:13:48 PM	03 Oct, 2025 02:48:12 PM	0:12:57	100	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
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683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
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683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	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
683111967234	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
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683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
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683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
683111967234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Oct, 2025 04:27:55 PM	03 Oct, 2025 04:37:54 PM	03 Oct, 2025 02:37:08 PM	0:10:07	85	External
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683111984961			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	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
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683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			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	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			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	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
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683111984961			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Oct, 2025 03:50:29 PM	03 Oct, 2025 04:06:56 PM	03 Oct, 2025 02:36:32 PM	0:12:36	85	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	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
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
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683111868911		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 07:55:49 PM	03 Oct, 2025 08:18:20 PM	02 Oct, 2025 07:08:23 PM	0:17:09	95	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
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683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111864542		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 06:47:25 PM	03 Oct, 2025 06:55:45 PM	02 Oct, 2025 06:43:08 PM	0:07:53	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External

Master Contact	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
683111988967	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111988967	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Oct, 2025 04:50:21 PM	03 Oct, 2025 05:08:29 PM	03 Oct, 2025 03:50:13 PM	0:14:24	100	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	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 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	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 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	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 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111902419	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	05 Oct, 2025 11:41:35 AM	05 Oct, 2025 12:05:55 PM	02 Oct, 2025 08:07:09 PM	0:12:45	90	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683111855369	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Oct, 2025 02:53:16 PM	03 Oct, 2025 03:54:33 PM	02 Oct, 2025 06:15:04 PM	0:18:30	65	External
683112083292	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	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
683112083292	[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 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			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 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			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 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683112083292			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Oct, 2025 01:07:08 PM	05 Oct, 2025 01:23:34 PM	03 Oct, 2025 08:06:40 PM	0:09:09	70	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683111863894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Oct, 2025 01:02:19 PM	03 Oct, 2025 01:13:39 PM	02 Oct, 2025 06:45:06 PM	0:13:15	95	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		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 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	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
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683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT 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 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112199726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 08:14:36 PM	06 Oct, 2025 08:21:09 PM	06 Oct, 2025 03:16:45 PM	0:11:46	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		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 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT 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 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112179876			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 02:10:36 PM	06 Oct, 2025 02:22:12 PM	06 Oct, 2025 01:03:26 PM	0:11:40	90	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		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 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	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
683112266570	[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 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT 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 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112266570			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 07:55:58 PM	06 Oct, 2025 08:03:02 PM	06 Oct, 2025 06:48:26 PM	0:11:36	65	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		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 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT 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 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112090405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 11:05:55 AM	06 Oct, 2025 11:13:20 AM	03 Oct, 2025 11:02:09 PM	0:10:57	100	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		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 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	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
683112182631	[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]	06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT 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 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112182631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 02:39:06 PM	06 Oct, 2025 03:17:42 PM	06 Oct, 2025 01:33:47 PM	0:15:41	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		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 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT 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 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112176478			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 02:43:25 PM	06 Oct, 2025 02:51:41 PM	06 Oct, 2025 12:17:11 PM	0:13:45	95	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		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 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT 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 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	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
683112086897	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112086897			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 10:51:23 AM	06 Oct, 2025 01:57:36 PM	03 Oct, 2025 10:50:54 PM	0:10:45	75	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		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 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT 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 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112184884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 04:46:19 PM	06 Oct, 2025 05:00:34 PM	06 Oct, 2025 01:49:48 PM	0:10:14	80	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		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 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT 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 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	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
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112074339			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 02:23:26 PM	06 Oct, 2025 02:35:42 PM	03 Oct, 2025 09:24:14 PM	0:11:08	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		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 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT 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 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
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683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
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683112051347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 12:33:23 PM	06 Oct, 2025 12:48:52 PM	03 Oct, 2025 07:00:40 PM	0:12:58	100	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
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683111976321			CTE_Credit		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 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT 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 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	en	06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683111976321			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 08:31:54 PM	06 Oct, 2025 08:37:01 PM	03 Oct, 2025 03:15:39 PM	0:15:19	95	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	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
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112191340			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 03:29:54 PM	06 Oct, 2025 03:39:10 PM	06 Oct, 2025 02:38:08 PM	0:17:09	100	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		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 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT 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 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683112076955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 10:30:51 AM	06 Oct, 2025 10:49:16 AM	03 Oct, 2025 10:15:04 PM	0:15:00	80	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		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 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT 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 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	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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683111571028	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683111571028	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	06 Oct, 2025 10:20:43 AM	06 Oct, 2025 10:47:09 AM	01 Oct, 2025 01:31:33 PM	0:09:30	60	External
683112235081	[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]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
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683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[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 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
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683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[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 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[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 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[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]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112235081	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	06 Oct, 2025 06:30:58 PM	06 Oct, 2025 06:37:57 PM	06 Oct, 2025 04:59:17 PM	0:12:36	85	External
683112207948	[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]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
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683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[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 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[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]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
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683112207948	[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 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[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]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	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
683112207948	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112207948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 07:04:53 PM	06 Oct, 2025 07:11:36 PM	06 Oct, 2025 03:45:51 PM	0:08:07	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		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 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT 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 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683112109779			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 04:51:56 PM	06 Oct, 2025 05:00:08 PM	03 Oct, 2025 11:36:19 PM	0:08:34	85	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		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 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT 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 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	95	External
683111781534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 10:41:00 AM	06 Oct, 2025 10:45:51 AM	02 Oct, 2025 02:21:57 PM	0:11:41	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
683112176381	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
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683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112176381			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 02:56:09 PM	06 Oct, 2025 03:09:41 PM	06 Oct, 2025 01:26:21 PM	0:10:43	100	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		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 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT 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 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112189655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 03:31:45 PM	06 Oct, 2025 04:01:51 PM	06 Oct, 2025 02:24:56 PM	0:13:12	75	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		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 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	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
683112076281	[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 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT 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 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683112076281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 03:36:29 PM	06 Oct, 2025 04:03:00 PM	03 Oct, 2025 10:11:27 PM	0:14:01	80	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		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 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT 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 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111826962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 11:06:58 AM	06 Oct, 2025 11:16:30 AM	02 Oct, 2025 04:40:26 PM	0:15:45	100	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		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 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT 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 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	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
683111993328	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683111993328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 11:31:22 AM	06 Oct, 2025 11:40:45 AM	03 Oct, 2025 04:04:46 PM	0:09:41	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		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 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT 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 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683112039186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 05:45:34 PM	06 Oct, 2025 06:02:06 PM	03 Oct, 2025 06:28:27 PM	0:09:48	95	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		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 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT 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 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	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
683111906958	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683111906958			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 05:51:23 PM	06 Oct, 2025 05:57:26 PM	02 Oct, 2025 10:49:08 PM	0:14:58	85	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		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 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT 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 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	r	06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112224723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 06:01:57 PM	06 Oct, 2025 06:23:29 PM	06 Oct, 2025 04:38:26 PM	0:12:43	90	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		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 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT 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 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	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
683112082825	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082825	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 11:40:12 AM	06 Oct, 2025 11:55:38 AM	03 Oct, 2025 10:35:07 PM	0:12:51	65	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		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 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT 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 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112082655	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 03:18:25 PM	06 Oct, 2025 03:31:18 PM	03 Oct, 2025 10:33:25 PM	0:11:07	100	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		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 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT 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 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112179310	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Oct, 2025 04:19:39 PM	06 Oct, 2025 04:38:05 PM	06 Oct, 2025 01:09:59 PM	0:11:32	80	External
683112188796	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	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
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683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
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683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[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 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[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]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112188796	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	06 Oct, 2025 04:56:00 PM	06 Oct, 2025 05:04:22 PM	06 Oct, 2025 02:12:53 PM	0:11:42	95	External
683112046135	[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]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
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683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[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]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
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683112046135	[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	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[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]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yes	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	External
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683112046135	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	06 Oct, 2025 01:53:29 PM	06 Oct, 2025 02:00:25 PM	03 Oct, 2025 06:45:47 PM	0:10:39	80	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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683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT 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 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683111838098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 09:44:03 AM	07 Oct, 2025 09:58:41 AM	02 Oct, 2025 05:18:36 PM	0:10:43	70	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			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 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
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683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			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 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			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 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112410126			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 02:20:22 PM	07 Oct, 2025 02:39:04 PM	07 Oct, 2025 01:50:07 PM	0:08:36	100	External
683112417206			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			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		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	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
683112417206	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	brica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT 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 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112417206			CTE_Credit_Payment_Span		brica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 05:53:08 PM	07 Oct, 2025 06:12:50 PM	07 Oct, 2025 02:12:18 PM	0:12:18	95	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT 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 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112391652			CTE_Credit_Span		brica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 02:42:07 PM	07 Oct, 2025 03:43:56 PM	07 Oct, 2025 12:41:21 PM	0:12:08	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441			CTE_Credit		brica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	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
683112295441		CTE_Credit		Alorica - CT 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 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS				07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112295441		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 03:25:28 PM	07 Oct, 2025 03:35:17 PM	06 Oct, 2025 08:06:55 PM	0:10:21	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		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 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT 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 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112383398		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 02:10:22 PM	07 Oct, 2025 02:11:36 PM	07 Oct, 2025 12:13:09 PM	0:10:36	100	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		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 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT 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 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	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
683112382403	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112382403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 12:31:25 PM	07 Oct, 2025 12:45:57 PM	07 Oct, 2025 12:02:44 PM	0:09:10	85	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		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 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT 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 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112272438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 01:57:00 PM	07 Oct, 2025 02:07:57 PM	06 Oct, 2025 06:59:25 PM	0:11:44	95	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
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683112206151			CTE_Credit		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 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT 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 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112206151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 11:07:39 AM	07 Oct, 2025 11:21:56 AM	06 Oct, 2025 03:43:13 PM	0:09:58	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	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
683112382454	[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]	07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT 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 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112382454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 01:32:35 PM	07 Oct, 2025 01:41:10 PM	07 Oct, 2025 12:03:30 PM	0:17:29	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		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 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		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 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT 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 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 02:47:35 PM	07 Oct, 2025 02:55:47 PM	06 Oct, 2025 01:41:17 PM	0:09:47	95	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		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 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 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
683111976719	[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]	07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT 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 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683111976719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 11:58:16 AM	07 Oct, 2025 12:14:27 PM	03 Oct, 2025 03:12:13 PM	0:11:42	90	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		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 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT 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 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112230425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 11:52:35 AM	07 Oct, 2025 12:12:41 PM	06 Oct, 2025 05:59:48 PM	0:11:27	100	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			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 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	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
683112393420	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			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 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			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 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112393420			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Oct, 2025 04:20:39 PM	07 Oct, 2025 04:27:44 PM	07 Oct, 2025 01:45:32 PM	0:09:47	85	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		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 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT 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 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112386811			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Oct, 2025 04:32:44 PM	07 Oct, 2025 04:45:01 PM	07 Oct, 2025 12:57:30 PM	0:12:28	100	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			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 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			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 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
683112508678			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 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	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
68311250867	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311250867			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311250867			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311250867			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311250867			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311250867			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311250867			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Oct, 2025 08:30:21 PM	07 Oct, 2025 08:37:50 PM	07 Oct, 2025 08:08:40 PM	0:06:57	95	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		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 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT 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 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311243841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 Oct, 2025 08:56:41 PM	07 Oct, 2025 09:03:03 PM	07 Oct, 2025 04:37:43 PM	0:10:14	100	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		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 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT 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 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
68311232381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	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
683112323816	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
683112323816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
683112323816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
683112323816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 11:16:06 AM	07 Oct, 2025 11:22:41 AM	06 Oct, 2025 10:36:05 PM	0:15:32	95	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		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 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT 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 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112428378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 05:27:02 PM	07 Oct, 2025 06:22:48 PM	07 Oct, 2025 04:09:02 PM	0:11:59	75	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			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 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			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 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			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 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112401655			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	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
683112401655	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	07 Oct, 2025 03:50:59 PM	07 Oct, 2025 04:04:20 PM	07 Oct, 2025 01:30:13 PM	0:11:54	100	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		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 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP				07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT 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 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112306911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 10:06:15 AM	07 Oct, 2025 10:22:07 AM	06 Oct, 2025 09:13:33 PM	0:13:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		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 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT 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 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS				07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112024229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 10:53:39 AM	07 Oct, 2025 11:07:15 AM	03 Oct, 2025 06:17:36 PM	0:15:01	95	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	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
683112303646	[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]	07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT 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 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112303646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Oct, 2025 10:21:18 AM	07 Oct, 2025 10:40:53 AM	06 Oct, 2025 08:29:16 PM	0:09:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		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 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT 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 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112648873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 06:08:08 PM	08 Oct, 2025 06:09:20 PM	08 Oct, 2025 04:41:35 PM	0:14:57	100	External
683112663404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404			CTE_Credit		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 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External

Master Contact	A	Skill	Evaluator Name	Form 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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683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	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		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	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		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112663404	A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 07:09:59 PM	08 Oct, 2025 07:21:59 PM	08 Oct, 2025 05:40:23 PM	0:10:41	90	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		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 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	y		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT 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 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS				08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112584523	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 02:35:53 PM	08 Oct, 2025 02:43:57 PM	08 Oct, 2025 01:18:33 PM	0:17:38	100	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		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 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490	C	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	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
683112629490	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT 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 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
683112629490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 04:57:07 PM	08 Oct, 2025 05:08:32 PM	08 Oct, 2025 03:55:42 PM	0:12:30	90	External
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683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	y		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT 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 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
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683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS				08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112404093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 02:59:26 PM	08 Oct, 2025 03:05:03 PM	07 Oct, 2025 02:44:14 PM	0:21:49	75	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
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683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
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683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	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
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683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
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683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
683112692414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 10:43:55 PM	08 Oct, 2025 10:49:52 PM	08 Oct, 2025 07:15:54 PM	0:17:42	100	External
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683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112178471			CTE_Credit		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 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
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683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112178471			CTE_Credit		Alorica - CT 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 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
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683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
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683112178471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 04:19:53 PM	08 Oct, 2025 04:28:06 PM	06 Oct, 2025 12:40:59 PM	0:16:41	75	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		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 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
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683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
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683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	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
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683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
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683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112592649			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Oct, 2025 04:44:46 PM	08 Oct, 2025 04:50:19 PM	08 Oct, 2025 02:01:52 PM	0:09:11	95	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		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 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT 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 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112594155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Oct, 2025 04:04:38 PM	08 Oct, 2025 04:13:33 PM	08 Oct, 2025 02:06:54 PM	0:10:03	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	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 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT 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 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit	s	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	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
683112633430	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112633430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 04:46:36 PM	08 Oct, 2025 04:49:22 PM	08 Oct, 2025 04:04:02 PM	0:10:11	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		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 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT 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 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112534619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 11:40:13 AM	08 Oct, 2025 11:47:51 AM	07 Oct, 2025 10:30:21 PM	0:11:20	100	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		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 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT 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 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	80	External
683112622115			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 04:27:16 PM	08 Oct, 2025 04:38:41 PM	08 Oct, 2025 03:39:29 PM	0:08:41	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
683112610702	[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	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		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 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT 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 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112610702			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Oct, 2025 04:43:39 PM	08 Oct, 2025 04:50:20 PM	08 Oct, 2025 03:06:48 PM	0:15:40	90	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		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 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT 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 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112572231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	08 Oct, 2025 05:15:32 PM	08 Oct, 2025 05:16:02 PM	08 Oct, 2025 12:04:41 PM	0:22:26	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			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 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	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
683112656572	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			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 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			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 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112656572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 05:42:11 PM	08 Oct, 2025 05:45:35 PM	08 Oct, 2025 04:56:24 PM	0:22:08	100	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		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 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT 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 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
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683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112359038			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 05:25:45 PM	08 Oct, 2025 05:36:01 PM	06 Oct, 2025 11:56:49 PM	0:11:08	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		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 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	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
683112420999	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT 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 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112420999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 12:05:50 PM	08 Oct, 2025 12:16:25 PM	07 Oct, 2025 03:44:31 PM	0:08:44	95	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
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683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
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683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT 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 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
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683112628435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 05:48:37 PM	08 Oct, 2025 06:02:04 PM	08 Oct, 2025 03:52:22 PM	0:10:18	90	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		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 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	g	08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	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
683112580887	[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]	08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
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683112580887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 03:16:37 PM	08 Oct, 2025 03:23:41 PM	08 Oct, 2025 12:57:40 PM	0:12:03	75	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
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683112686934			CTE_Credit		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 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
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683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT 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 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
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683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
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683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112686934			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 Oct, 2025 07:54:19 PM	08 Oct, 2025 08:04:42 PM	08 Oct, 2025 06:55:20 PM	0:11:27	95	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
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683112837578			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		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
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683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
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683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	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
683112837578	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112837578			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Oct, 2025 06:43:58 PM	09 Oct, 2025 06:51:44 PM	09 Oct, 2025 05:13:53 PM	0:13:40	80	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112622552			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Oct, 2025 05:15:31 PM	09 Oct, 2025 05:19:52 PM	08 Oct, 2025 03:39:42 PM	0:14:09	90	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			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	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			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	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			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	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112762009			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Oct, 2025 03:24:06 PM	09 Oct, 2025 03:31:21 PM	09 Oct, 2025 12:10:48 PM	0:10:10	95	External
683112580264			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	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
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112580264		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 05:59:40 PM	09 Oct, 2025 06:01:50 PM	08 Oct, 2025 12:57:18 PM	0:14:40	100	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112765312		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 04:47:54 PM	09 Oct, 2025 04:55:28 PM	09 Oct, 2025 12:32:53 PM	0:13:41	90	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	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
683112707069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112707069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 11:16:56 AM	09 Oct, 2025 11:24:03 AM	08 Oct, 2025 07:57:48 PM	0:13:21	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112833301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 06:05:21 PM	09 Oct, 2025 08:13:56 PM	09 Oct, 2025 04:58:34 PM	0:05:51	100	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	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
683112860360	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ns	09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112860360			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 10:39:19 PM	09 Oct, 2025 10:51:37 PM	09 Oct, 2025 07:32:51 PM	0:15:12	90	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	0/7	09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112772527			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 06:02:17 PM	09 Oct, 2025 06:10:00 PM	09 Oct, 2025 01:09:51 PM	0:11:11	85	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112782211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 02:59:28 PM	09 Oct, 2025 03:26:37 PM	09 Oct, 2025 02:27:51 PM	0:10:26	100	External
683112735696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	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
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			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		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			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		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112735696			TE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 05:13:45 PM	09 Oct, 2025 05:26:15 PM	08 Oct, 2025 10:28:25 PM	0:11:03	65	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_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		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_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		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_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		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112889577			TE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 11:26:25 PM	09 Oct, 2025 11:28:58 PM	09 Oct, 2025 08:22:15 PM	0:15:45	90	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			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		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			TE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	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
683112392537	[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]	09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112392537			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 10:55:12 AM	09 Oct, 2025 11:03:24 AM	07 Oct, 2025 01:46:26 PM	0:25:33	95	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112764947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 02:25:22 PM	09 Oct, 2025 02:35:38 PM	09 Oct, 2025 12:25:04 PM	0:13:52	100	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
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683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
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683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
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683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	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
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683112844624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Oct, 2025 08:20:07 PM	09 Oct, 2025 08:26:42 PM	09 Oct, 2025 05:48:48 PM	0:09:05	90	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
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683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
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683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
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683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			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	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
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683112854792			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Oct, 2025 09:21:48 PM	09 Oct, 2025 09:35:51 PM	09 Oct, 2025 06:40:49 PM	0:11:07	80	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
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683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
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683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
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683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112772280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	09 Oct, 2025 01:52:29 PM	09 Oct, 2025 02:00:39 PM	09 Oct, 2025 12:58:22 PM	0:09:09	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
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683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
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683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	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
683112645262	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
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683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112645262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 04:40:38 PM	09 Oct, 2025 04:51:22 PM	08 Oct, 2025 04:45:19 PM	0:07:02	95	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			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		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
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683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			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		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			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		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
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683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683112816688			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Oct, 2025 08:06:58 PM	09 Oct, 2025 08:13:05 PM	09 Oct, 2025 03:44:00 PM	0:11:31	90	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		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 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	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
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683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT 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 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
683113036647			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 02:05:00 PM	13 Oct, 2025 02:10:51 PM	10 Oct, 2025 08:02:32 PM	0:09:59	100	External
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683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			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		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			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		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			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		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112762758			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 10:27:28 AM	10 Oct, 2025 10:45:54 AM	09 Oct, 2025 12:16:34 PM	0:12:44	100	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
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683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
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683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	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
683112897099	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683112897099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 02:58:40 PM	10 Oct, 2025 03:06:53 PM	09 Oct, 2025 10:45:19 PM	0:11:33	85	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		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 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT 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 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113043414			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 11:16:23 AM	13 Oct, 2025 11:46:06 AM	10 Oct, 2025 07:47:50 PM	0:14:49	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			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		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			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		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			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		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	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
683113058889	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113058889			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 10:44:48 AM	13 Oct, 2025 10:59:02 AM	10 Oct, 2025 06:57:55 PM	0:11:42	100	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			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		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			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		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			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		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113027836			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 11:40:56 AM	13 Oct, 2025 11:55:54 AM	10 Oct, 2025 05:11:27 PM	0:10:16	70	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
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683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683113005294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 09:59:06 PM	10 Oct, 2025 10:16:31 PM	10 Oct, 2025 05:34:58 PM	0:16:39	100	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	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
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112991028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 05:27:10 PM	10 Oct, 2025 05:40:50 PM	10 Oct, 2025 04:30:48 PM	0:11:30	80	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_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		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_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		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_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		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944384			CTE_Credit_Disco_Spa		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 10:25:06 AM	13 Oct, 2025 10:43:14 AM	10 Oct, 2025 12:05:54 PM	0:11:07	60	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			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		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	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
683112944648	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			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		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			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		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112944648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 07:25:39 PM	10 Oct, 2025 07:28:02 PM	10 Oct, 2025 12:26:37 PM	0:13:14	90	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
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683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683112942970			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 06:58:39 PM	10 Oct, 2025 06:59:20 PM	10 Oct, 2025 12:04:26 PM	0:11:07	100	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		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 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	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
683113045416	[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]	13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683113045416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 10:15:00 AM	13 Oct, 2025 10:26:28 AM	10 Oct, 2025 07:45:40 PM	0:09:59	90	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
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683112642465			CTE_Credit		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 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT 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 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
683112642465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 03:39:54 PM	13 Oct, 2025 03:56:02 PM	08 Oct, 2025 04:37:02 PM	0:11:26	100	External
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683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		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 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT 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 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	95	External
683113086735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 11:35:15 AM	13 Oct, 2025 11:44:15 AM	11 Oct, 2025 12:37:59 AM	0:12:05	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
683112901586	[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]	10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			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		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			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		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			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		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
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683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683112901586			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 11:27:35 AM	10 Oct, 2025 11:49:48 AM	09 Oct, 2025 10:56:00 PM	0:11:42	70	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		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 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT 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 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683113065805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 03:56:41 PM	13 Oct, 2025 04:08:10 PM	10 Oct, 2025 08:44:04 PM	0:10:18	80	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			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		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	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
683112907413	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			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		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			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		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683112907413			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 03:15:00 PM	10 Oct, 2025 03:54:15 PM	09 Oct, 2025 08:54:48 PM	0:12:43	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		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 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT 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 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683113056094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 10:42:28 AM	13 Oct, 2025 10:49:01 AM	10 Oct, 2025 08:14:15 PM	0:10:24	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	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
683112606109	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112606109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Oct, 2025 10:30:33 AM	10 Oct, 2025 10:40:32 AM	08 Oct, 2025 02:49:34 PM	0:09:14	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112183751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Oct, 2025 06:08:07 PM	10 Oct, 2025 06:09:01 PM	06 Oct, 2025 01:41:17 PM	0:09:47	100	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		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 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT 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 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112980207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Oct, 2025 11:05:37 AM	13 Oct, 2025 11:12:43 AM	10 Oct, 2025 03:40:28 PM	0:10:31	95	External
683112832025			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	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
683112832025	[redacted]	[redacted]	CTE_Credit_Payment_Spa	[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]	10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			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		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			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		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683112832025			CTE_Credit_Payment_Spa		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 10:47:00 AM	10 Oct, 2025 11:10:23 AM	09 Oct, 2025 04:25:30 PM	0:12:35	85	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		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 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT 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 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683113023039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 12:44:16 PM	13 Oct, 2025 12:54:12 PM	10 Oct, 2025 07:04:28 PM	0:10:36	100	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	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
683112869123	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683112869123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 12:39:15 PM	10 Oct, 2025 12:41:28 PM	09 Oct, 2025 07:44:36 PM	0:11:31	75	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683113011522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 06:40:18 PM	10 Oct, 2025 06:51:27 PM	10 Oct, 2025 05:56:12 PM	0:12:41	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	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
683112952273	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112952273			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 04:17:28 PM	10 Oct, 2025 04:23:07 PM	10 Oct, 2025 01:31:30 PM	0:12:52	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112808132			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 05:17:04 PM	10 Oct, 2025 05:20:33 PM	09 Oct, 2025 03:15:39 PM	0:13:06	95	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		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 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT 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 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 02:13:50 PM	13 Oct, 2025 02:19:11 PM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	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
683112899151	[redacted]	[redacted]	CTE_Credit_Disco	[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]	10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			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		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			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		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112899151			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 11:58:45 AM	10 Oct, 2025 01:07:59 PM	09 Oct, 2025 10:45:15 PM	0:12:55	65	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textare		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textare		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textare		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112883706			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		10 Oct, 2025 01:34:46 PM	10 Oct, 2025 01:47:39 PM	09 Oct, 2025 09:03:09 PM	0:11:04	100	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	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
683112966759	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112966759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 03:41:31 PM	10 Oct, 2025 04:08:29 PM	10 Oct, 2025 02:47:35 PM	0:15:12	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			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		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			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		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			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		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112945391			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 01:41:49 PM	10 Oct, 2025 01:58:35 PM	10 Oct, 2025 12:11:31 PM	0:12:17	95	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			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		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			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		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			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		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	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
683112866921	[redacted]		CTE_Credit_Disco_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112866921			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 04:38:37 PM	10 Oct, 2025 05:09:44 PM	09 Oct, 2025 07:15:57 PM	0:11:53	70	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			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		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			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		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			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		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683112765996			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 12:46:05 PM	10 Oct, 2025 01:34:22 PM	09 Oct, 2025 12:32:15 PM	0:12:00	85	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113012229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 06:20:51 PM	10 Oct, 2025 06:24:50 PM	10 Oct, 2025 06:01:00 PM	0:06:14	70	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	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
683113014844	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		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 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT 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 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683113014844			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 04:09:16 PM	13 Oct, 2025 04:21:12 PM	10 Oct, 2025 06:12:38 PM	0:12:10	65	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112841139			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 01:01:21 PM	10 Oct, 2025 01:07:33 PM	09 Oct, 2025 05:32:41 PM	0:10:07	100	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			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		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	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
683112946187	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			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		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			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		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683112946187			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 06:47:39 PM	10 Oct, 2025 09:52:04 PM	10 Oct, 2025 12:19:58 PM	0:20:27	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		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 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT 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 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113083778			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 11:50:14 AM	13 Oct, 2025 12:28:57 PM	11 Oct, 2025 12:26:06 AM	0:20:16	90	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		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 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	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
683113013969	[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]	13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT 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 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
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683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
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683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683113013969			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 03:00:41 PM	13 Oct, 2025 03:14:54 PM	10 Oct, 2025 06:09:22 PM	0:14:15	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
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683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
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683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683112953098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 03:06:12 PM	10 Oct, 2025 03:12:04 PM	10 Oct, 2025 01:36:06 PM	0:13:12	95	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		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 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT 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 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	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
683113061019	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683113061019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 02:22:30 PM	13 Oct, 2025 02:25:27 PM	10 Oct, 2025 08:27:56 PM	0:12:28	100	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112943945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 01:27:53 PM	10 Oct, 2025 01:33:04 PM	10 Oct, 2025 12:22:30 PM	0:09:10	90	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			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		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			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		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			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		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683112964099			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 04:18:35 PM	10 Oct, 2025 04:32:59 PM	10 Oct, 2025 02:37:41 PM	0:10:27	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			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		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	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
683113043714	[redacted]	[redacted]	CTE_Credit_Disco_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			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		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			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		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
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683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683113043714			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 02:29:10 PM	13 Oct, 2025 02:35:53 PM	10 Oct, 2025 07:38:50 PM	0:12:53	100	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683112953151			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 02:07:07 PM	10 Oct, 2025 02:58:25 PM	10 Oct, 2025 01:39:28 PM	0:16:21	95	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		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 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	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
683113039963	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT 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 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683113039963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 04:14:58 PM	13 Oct, 2025 04:23:08 PM	10 Oct, 2025 08:21:00 PM	0:11:08	100	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112898246			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 10:12:20 AM	10 Oct, 2025 10:33:07 AM	09 Oct, 2025 10:43:51 PM	0:13:01	80	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			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		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	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
683112888004	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			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		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			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		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683112888004			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 03:43:53 PM	10 Oct, 2025 03:51:38 PM	09 Oct, 2025 10:09:07 PM	0:17:55	70	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		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 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT 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 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683113024112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 04:22:14 PM	13 Oct, 2025 04:33:32 PM	10 Oct, 2025 07:12:21 PM	0:11:29	100	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	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
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112969324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 07:14:29 PM	10 Oct, 2025 07:18:28 PM	10 Oct, 2025 02:49:46 PM	0:08:10	80	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683112972123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 03:30:53 PM	10 Oct, 2025 04:18:59 PM	10 Oct, 2025 03:07:42 PM	0:14:08	70	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			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		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			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		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			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		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	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
683113069552	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	[redacted]	13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113069552	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	13 Oct, 2025 11:21:57 AM	13 Oct, 2025 11:37:15 AM	10 Oct, 2025 07:34:51 PM	0:09:25	95	External
683113051726	[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]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[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]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[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]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
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683113051726	[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]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[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]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[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]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
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683113051726	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	12 Oct, 2025 02:32:10 PM	12 Oct, 2025 02:41:51 PM	10 Oct, 2025 06:35:34 PM	0:10:08	95	External
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683112964165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar	[redacted]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683112964165	[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]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683112964165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683112964165	[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]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683112964165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683112964165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
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683112964165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	[redacted]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683112964165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	10 Oct, 2025 04:13:40 PM	10 Oct, 2025 04:20:49 PM	10 Oct, 2025 02:28:39 PM	0:14:59	85	External
683113091138	[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]	13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar	[redacted]	13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
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683113091138	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar	[redacted]	13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	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
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683113091138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138			CTE_Credit		Alorica - CT 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 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
683113091138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
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683113091138			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 04:34:07 PM	13 Oct, 2025 04:44:12 PM	10 Oct, 2025 09:44:04 PM	0:11:16	75	External
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683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
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683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
683112870887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 12:53:54 PM	10 Oct, 2025 01:19:28 PM	09 Oct, 2025 07:46:39 PM	0:11:57	100	External
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683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			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		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	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
683112826927			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		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112826927			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 02:50:24 PM	10 Oct, 2025 03:13:26 PM	09 Oct, 2025 04:08:24 PM	0:09:42	90	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textar		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textar		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textar		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112868076			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		10 Oct, 2025 12:38:58 PM	10 Oct, 2025 12:48:47 PM	09 Oct, 2025 07:39:21 PM	0:12:11	100	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			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		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			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		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			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		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112860740			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 12:17:20 PM	10 Oct, 2025 12:48:21 PM	09 Oct, 2025 07:01:22 PM	0:13:02	85	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			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		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	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
683112971912	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			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		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			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		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683112971912			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 06:07:48 PM	10 Oct, 2025 06:23:27 PM	10 Oct, 2025 02:03:50 PM	0:11:31	100	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		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 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT 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 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683113026496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 04:51:41 PM	13 Oct, 2025 05:04:11 PM	10 Oct, 2025 06:54:43 PM	0:11:32	60	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	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
683112981442	[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]	10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112981442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 05:00:31 PM	10 Oct, 2025 05:04:05 PM	10 Oct, 2025 03:53:37 PM	0:13:31	90	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112904864			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 01:46:42 PM	10 Oct, 2025 01:54:17 PM	09 Oct, 2025 11:04:37 PM	0:10:36	85	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
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683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
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683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
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683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External

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683112834142	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112834142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 02:00:21 PM	10 Oct, 2025 02:20:38 PM	09 Oct, 2025 05:02:24 PM	0:09:27	80	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		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 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
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683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
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683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT 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 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112945188			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Oct, 2025 05:04:50 PM	13 Oct, 2025 05:13:23 PM	10 Oct, 2025 12:39:02 PM	0:15:36	100	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112984420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 04:38:41 PM	10 Oct, 2025 04:47:00 PM	10 Oct, 2025 02:54:41 PM	0:12:36	80	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
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683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	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
683112882498	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
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683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112882498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 11:55:25 AM	10 Oct, 2025 12:14:28 PM	09 Oct, 2025 08:38:36 PM	0:12:14	95	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			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		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
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683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
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683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			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		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
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683112829361			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 10:56:49 AM	10 Oct, 2025 11:06:07 AM	09 Oct, 2025 04:41:11 PM	0:10:06	85	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
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683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
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683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	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
683112828207	[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]	10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
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683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112828207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 01:24:19 PM	10 Oct, 2025 01:30:13 PM	09 Oct, 2025 04:31:16 PM	0:12:43	95	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng	10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683112818711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Oct, 2025 10:09:08 AM	10 Oct, 2025 10:16:59 AM	09 Oct, 2025 03:53:18 PM	0:09:07	100	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		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 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT 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 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	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
683113278229	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113278229			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 02:52:51 PM	14 Oct, 2025 02:58:51 PM	14 Oct, 2025 01:54:48 PM	0:08:44	75	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	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 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT 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 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113346888			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 08:43:05 PM	14 Oct, 2025 09:14:37 PM	14 Oct, 2025 06:19:48 PM	0:10:13	85	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	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 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT 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 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	100	External
683113046948			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 02:00:23 PM	14 Oct, 2025 02:06:07 PM	10 Oct, 2025 09:11:56 PM	0:11:51	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
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		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 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT 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 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113277674		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 04:53:52 PM	14 Oct, 2025 05:10:44 PM	14 Oct, 2025 01:51:00 PM	0:18:43	80	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		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 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT 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 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113275110		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 02:25:38 PM	14 Oct, 2025 02:27:23 PM	14 Oct, 2025 01:32:36 PM	0:14:10	95	External
683113272623		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623		CTE_Credit		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 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	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
683113272623	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	[redacted]	14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT 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 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113272623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 05:38:49 PM	14 Oct, 2025 05:54:59 PM	14 Oct, 2025 12:19:49 PM	0:25:01	85	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		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 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT 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 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113291020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 06:51:46 PM	14 Oct, 2025 06:59:35 PM	14 Oct, 2025 02:52:30 PM	0:26:45	95	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		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 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
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683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	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
683113033817	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT 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 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113033817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 01:15:25 PM	14 Oct, 2025 01:26:28 PM	10 Oct, 2025 07:12:26 PM	0:15:45	85	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		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 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
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683113335335			CTE_Credit		Alorica - CT 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 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683113335335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 07:34:23 PM	14 Oct, 2025 07:38:35 PM	14 Oct, 2025 05:42:44 PM	0:13:42	90	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		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		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
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683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		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		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		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		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956		A	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	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
683112953956	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683112953956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 11:22:12 AM	14 Oct, 2025 11:29:36 AM	10 Oct, 2025 01:47:35 PM	0:13:15	95	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			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 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
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683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			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		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			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		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113287019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 03:07:41 PM	14 Oct, 2025 08:36:30 PM	14 Oct, 2025 02:39:03 PM	0:17:30	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		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 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
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683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
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683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT 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 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	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
683113381181	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113381181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 09:17:41 PM	14 Oct, 2025 09:25:32 PM	14 Oct, 2025 07:56:43 PM	0:07:14	90	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		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 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT 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 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683113272004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 03:37:12 PM	14 Oct, 2025 03:51:17 PM	14 Oct, 2025 01:26:31 PM	0:11:32	70	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		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 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT 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 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683112976879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	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
683112976879	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	14 Oct, 2025 11:44:53 AM	14 Oct, 2025 11:55:06 AM	10 Oct, 2025 03:27:38 PM	0:10:51	100	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		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 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT 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 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113046854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		14 Oct, 2025 11:55:37 AM	14 Oct, 2025 12:05:58 PM	10 Oct, 2025 09:14:59 PM	0:09:50	85	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		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 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT 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 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113012985			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 12:37:26 PM	14 Oct, 2025 12:48:14 PM	10 Oct, 2025 06:15:57 PM	0:11:47	80	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		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 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	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
683113278381	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT 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 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113278381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 02:26:28 PM	14 Oct, 2025 02:37:09 PM	14 Oct, 2025 01:56:49 PM	0:10:46	90	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		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 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	tex		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT 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 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113312618			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 04:51:31 PM	14 Oct, 2025 05:02:11 PM	14 Oct, 2025 04:21:08 PM	0:10:40	80	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		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 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	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
683113271509	[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]	14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT 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 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113271509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 02:31:45 PM	14 Oct, 2025 02:41:53 PM	14 Oct, 2025 12:13:31 PM	0:14:19	100	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			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 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			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		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			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		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113291401			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 04:00:20 PM	14 Oct, 2025 04:07:29 PM	14 Oct, 2025 02:55:48 PM	0:15:52	95	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		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 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT 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 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	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
683113037616	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113037616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 11:04:58 AM	14 Oct, 2025 11:11:22 AM	10 Oct, 2025 07:26:34 PM	0:12:26	100	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		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 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT 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 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113352853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 07:09:20 PM	14 Oct, 2025 07:17:03 PM	14 Oct, 2025 06:30:59 PM	0:09:28	75	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		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 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT 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 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113270390			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 01:25:56 PM	14 Oct, 2025 01:31:02 PM	14 Oct, 2025 12:24:42 PM	0:07:34	95	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	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
683113286749	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		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 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT 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 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113286749			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 05:40:38 PM	14 Oct, 2025 05:50:08 PM	14 Oct, 2025 02:37:14 PM	0:12:20	85	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		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 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT 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 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
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683113271878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 01:59:38 PM	14 Oct, 2025 02:21:57 PM	14 Oct, 2025 12:56:45 PM	0:10:10	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		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 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Questi	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113373545	[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	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT 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 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113373545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Oct, 2025 07:55:38 PM	14 Oct, 2025 08:19:44 PM	14 Oct, 2025 07:29:23 PM	0:11:14	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		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 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT 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 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113278363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Oct, 2025 03:00:11 PM	14 Oct, 2025 03:00:43 PM	14 Oct, 2025 01:58:47 PM	0:11:49	100	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		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 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT 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 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	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
683113269856	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683113269856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 01:59:32 PM	14 Oct, 2025 02:04:15 PM	14 Oct, 2025 12:02:09 PM	0:10:58	95	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			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 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			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 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			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 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683112862751			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 12:06:47 PM	14 Oct, 2025 12:14:54 PM	09 Oct, 2025 07:11:29 PM	0:23:40	90	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		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 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT 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 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
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683113347790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Oct, 2025 06:43:14 PM	14 Oct, 2025 07:31:45 PM	14 Oct, 2025 06:20:03 PM	0:10:44	100	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		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 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	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
683113438845	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT 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 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113438845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 11:05:46 AM	15 Oct, 2025 11:30:13 AM	14 Oct, 2025 11:08:32 PM	0:14:44	95	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			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 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			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 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			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 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683113508546			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 06:32:58 PM	15 Oct, 2025 06:42:10 PM	15 Oct, 2025 02:18:09 PM	0:17:19	80	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		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 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 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
683112954507	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT 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 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683112954507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 04:59:32 PM	15 Oct, 2025 05:02:24 PM	10 Oct, 2025 01:44:56 PM	0:10:15	90	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		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 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT 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 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113526511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 04:55:09 PM	15 Oct, 2025 05:02:38 PM	15 Oct, 2025 03:31:41 PM	0:11:28	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		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 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	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
683113495055	[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]	15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT 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 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113495055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 07:21:59 PM	15 Oct, 2025 07:31:10 PM	15 Oct, 2025 12:49:51 PM	0:11:22	100	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		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 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
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683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT 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 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113391177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 04:43:10 PM	15 Oct, 2025 04:52:12 PM	14 Oct, 2025 08:30:37 PM	0:13:18	75	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			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		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
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683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			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		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			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		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
683113533959			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	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
68311353395	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
68311353395			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
68311353395			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
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68311353395			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Oct, 2025 07:03:14 PM	15 Oct, 2025 07:13:43 PM	15 Oct, 2025 03:49:12 PM	0:10:39	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		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 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
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68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II			15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT 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 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311354426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Oct, 2025 05:15:39 PM	15 Oct, 2025 05:39:37 PM	15 Oct, 2025 04:29:10 PM	0:12:31	100	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		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 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT 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 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68311349601			CTE_Credit_Payme		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	15 Oct, 2025 02:23:30 PM	15 Oct, 2025 02:30:04 PM	15 Oct, 2025 01:30:41 PM	0:09:39	95	External
68418058386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
68418058386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
68418058386			CTE_Credit		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 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	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
684180583862	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT 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 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180583862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 07:18:13 PM	15 Oct, 2025 07:44:09 PM	15 Oct, 2025 06:27:36 PM	0:19:35	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		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 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT 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 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
684180567067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 07:46:27 PM	15 Oct, 2025 08:07:20 PM	15 Oct, 2025 05:30:40 PM	0:15:08	95	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		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 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	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
683113521124	[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]	15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT 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 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
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683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
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683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113521124			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 04:29:10 PM	15 Oct, 2025 05:12:24 PM	15 Oct, 2025 03:08:08 PM	0:16:36	80	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		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 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
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683113306556			CTE_Credit		Alorica - CT 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 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
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683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
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683113306556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 03:56:25 PM	15 Oct, 2025 04:07:45 PM	14 Oct, 2025 03:59:07 PM	0:13:07	85	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
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683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	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
683113485617	[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]	15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
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683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
683113485617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 05:32:50 PM	15 Oct, 2025 05:41:47 PM	15 Oct, 2025 12:24:35 PM	0:12:06	80	External
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683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
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683113322440			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		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
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683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			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		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			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		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
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683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
683113322440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 12:03:32 PM	15 Oct, 2025 12:12:05 PM	14 Oct, 2025 04:54:38 PM	0:16:45	95	External
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683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
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683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
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683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
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683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	95	External
683113493785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 08:05:01 PM	15 Oct, 2025 08:07:09 PM	15 Oct, 2025 01:29:51 PM	0:13:23	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
684180608670	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	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 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT 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 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
684180608670			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 09:00:52 PM	15 Oct, 2025 09:05:41 PM	15 Oct, 2025 07:55:47 PM	0:14:41	100	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
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683113548782			CTE_Credit	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 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT 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 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	y ure	15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113548782			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 05:19:43 PM	15 Oct, 2025 05:37:43 PM	15 Oct, 2025 04:40:36 PM	0:09:36	85	External
683113443096			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
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683113443096			CTE_Credit	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 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	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
683113443096	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT 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 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113443096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 02:42:57 PM	15 Oct, 2025 02:49:31 PM	14 Oct, 2025 11:18:45 PM	0:11:37	100	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		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 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT 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 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
683113363335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 04:52:24 PM	15 Oct, 2025 05:55:14 PM	14 Oct, 2025 06:16:27 PM	0:08:49	95	External
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683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			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 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			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 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			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 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	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
683112844938	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683112844938			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 08:36:54 PM	15 Oct, 2025 09:12:42 PM	09 Oct, 2025 05:45:53 PM	0:07:45	95	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		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 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT 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 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113530937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 04:25:13 PM	15 Oct, 2025 04:33:33 PM	15 Oct, 2025 03:43:49 PM	0:12:50	85	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		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 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
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683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT 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 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
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683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
683113488898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 Oct, 2025 05:23:17 PM	15 Oct, 2025 06:44:46 PM	15 Oct, 2025 12:51:31 PM	0:12:27	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 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
684180666900	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		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 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
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684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT 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 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
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684180666900			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 03:38:17 PM	16 Oct, 2025 03:48:17 PM	16 Oct, 2025 12:46:40 PM	0:09:31	100	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		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 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT 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 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
684180560575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 02:04:15 PM	16 Oct, 2025 02:26:06 PM	15 Oct, 2025 05:15:44 PM	0:09:19	95	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		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 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	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
683113551284	[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]	16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT 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 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
683113551284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 01:11:28 PM	16 Oct, 2025 01:18:22 PM	15 Oct, 2025 04:50:44 PM	0:10:54	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		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 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT 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 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180684476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 04:02:24 PM	16 Oct, 2025 04:11:11 PM	16 Oct, 2025 02:08:29 PM	0:10:20	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		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 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT 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 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	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
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180729361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 06:32:28 PM	16 Oct, 2025 06:55:24 PM	16 Oct, 2025 05:36:33 PM	0:16:14	100	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		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 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT 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 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
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684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180634274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 07:20:29 PM	16 Oct, 2025 08:07:52 PM	15 Oct, 2025 10:52:42 PM	0:08:56	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		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 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT 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 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
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684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	90	External
684180700118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 06:23:57 PM	16 Oct, 2025 06:29:10 PM	16 Oct, 2025 02:59:38 PM	0:11:41	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
683113406597	[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]	16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		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 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT 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 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
683113406597		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 10:40:18 AM	16 Oct, 2025 10:53:53 AM	14 Oct, 2025 09:33:36 PM	0:11:06	85	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
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684180713253		CTE_Credit		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 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
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684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT 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 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
684180713253		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 06:47:29 PM	16 Oct, 2025 07:17:18 PM	16 Oct, 2025 04:35:43 PM	0:13:12	95	External
683113517452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452		CTE_Credit		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 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	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
683113517452	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
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683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
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683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
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683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	We	16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
683113517452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 04:44:46 PM	16 Oct, 2025 04:53:23 PM	15 Oct, 2025 02:49:38 PM	0:08:19	60	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		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 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	o	16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT 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 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180685315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 04:25:33 PM	16 Oct, 2025 04:28:34 PM	16 Oct, 2025 02:07:27 PM	0:11:37	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		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 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	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
684180679872	[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]	16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT 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 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180679872			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 02:33:27 PM	16 Oct, 2025 02:43:41 PM	16 Oct, 2025 01:42:52 PM	0:11:43	100	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			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		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			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		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			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		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
684180597009			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 10:57:04 AM	16 Oct, 2025 11:15:49 AM	15 Oct, 2025 07:06:42 PM	0:12:41	95	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			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		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			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		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			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		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	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
683113518572	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113518572			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 12:45:45 PM	16 Oct, 2025 01:11:39 PM	15 Oct, 2025 02:09:14 PM	0:11:20	65	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			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		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			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		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			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		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113523320			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 12:30:39 PM	16 Oct, 2025 12:44:28 PM	15 Oct, 2025 02:24:08 PM	0:11:09	100	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		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 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT 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 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
683113401086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 01:23:53 PM	16 Oct, 2025 01:31:26 PM	14 Oct, 2025 09:15:05 PM	0:13:34	80	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	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
684180762497	[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]	16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT 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 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
684180762497			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 08:49:16 PM	16 Oct, 2025 08:56:33 PM	16 Oct, 2025 06:38:21 PM	0:14:00	95	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		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 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
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683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT 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 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
683113533456			CTE_Credit_Pa		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 02:39:15 PM	16 Oct, 2025 03:23:26 PM	15 Oct, 2025 03:48:10 PM	0:10:04	75	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		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 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
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684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	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
684180663938	[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]	16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT 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 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180663938			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 02:27:35 PM	16 Oct, 2025 02:44:45 PM	16 Oct, 2025 12:17:30 PM	0:11:43	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			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		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			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		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			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		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
684180670128			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 05:25:35 PM	16 Oct, 2025 05:41:41 PM	16 Oct, 2025 12:39:34 PM	0:10:02	95	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		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 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT 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 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	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
683113549523	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
683113549523			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 01:42:50 PM	16 Oct, 2025 01:54:26 PM	15 Oct, 2025 04:47:33 PM	0:11:59	90	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		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 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT 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 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180611381			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 04:15:09 PM	16 Oct, 2025 04:37:32 PM	15 Oct, 2025 08:09:15 PM	0:11:21	95	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			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		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
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684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			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		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180583383			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 02:17:05 PM	16 Oct, 2025 02:36:57 PM	15 Oct, 2025 05:50:54 PM	0:12:48	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			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		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	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
684180662932	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			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		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			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		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
684180662932			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 05:49:41 PM	16 Oct, 2025 05:58:25 PM	16 Oct, 2025 12:02:31 PM	0:11:55	100	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		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 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT 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 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	:56 tay	16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
683113276325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 10:36:52 AM	16 Oct, 2025 10:42:39 AM	14 Oct, 2025 01:41:42 PM	0:13:58	95	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		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 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	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
684180597822	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT 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 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180597822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 10:15:19 AM	16 Oct, 2025 10:23:27 AM	15 Oct, 2025 08:00:39 PM	0:11:36	100	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		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 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT 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 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
684180624200			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 10:40:32 AM	16 Oct, 2025 10:51:26 AM	15 Oct, 2025 09:26:34 PM	0:09:56	85	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		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 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT 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 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	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
683113553048	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
683113553048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Oct, 2025 05:22:51 PM	16 Oct, 2025 05:52:24 PM	15 Oct, 2025 05:03:57 PM	0:14:01	100	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
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684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
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684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180843663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 02:33:39 PM	17 Oct, 2025 03:47:31 PM	17 Oct, 2025 01:09:59 PM	0:10:42	85	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
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684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180860213			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 05:24:31 PM	17 Oct, 2025 05:32:33 PM	17 Oct, 2025 02:22:09 PM	0:14:20	75	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	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
684180784387	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			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		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			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		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			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		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180784387			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 10:17:29 AM	17 Oct, 2025 10:43:37 AM	16 Oct, 2025 07:44:37 PM	0:13:00	80	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180643555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 06:40:03 PM	17 Oct, 2025 07:02:41 PM	15 Oct, 2025 10:58:13 PM	0:19:04	90	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			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		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	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
684180716177	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			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		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			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		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180716177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 11:33:37 AM	17 Oct, 2025 11:51:48 AM	16 Oct, 2025 03:31:07 PM	0:15:56	95	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			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		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			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		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			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		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180797151			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 10:52:18 AM	17 Oct, 2025 11:08:12 AM	16 Oct, 2025 09:00:28 PM	0:09:52	75	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ew	17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	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
684180834306	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	se	17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180834306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 02:04:24 PM	17 Oct, 2025 02:15:49 PM	17 Oct, 2025 12:22:00 PM	0:11:34	90	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180801942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 10:45:20 AM	17 Oct, 2025 10:54:57 AM	16 Oct, 2025 09:41:40 PM	0:10:41	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180768630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 11:53:56 AM	17 Oct, 2025 12:02:16 PM	16 Oct, 2025 08:27:11 PM	0:11:33	80	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	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
684180901747	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
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684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180901747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 06:44:59 PM	17 Oct, 2025 06:52:32 PM	17 Oct, 2025 05:17:50 PM	0:13:16	95	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
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684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
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684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
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684180878205			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 04:21:41 PM	17 Oct, 2025 06:33:23 PM	17 Oct, 2025 03:45:50 PM	0:11:31	80	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			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		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
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684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	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
684180833949	[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]	17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			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		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			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		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	d st	17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180833949			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 01:02:21 PM	17 Oct, 2025 01:17:12 PM	17 Oct, 2025 12:21:40 PM	0:13:01	90	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180850556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 04:20:23 PM	17 Oct, 2025 04:24:33 PM	17 Oct, 2025 01:42:36 PM	0:14:08	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
684180847666			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	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
6841808476	[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]	17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 04:46:44 PM	17 Oct, 2025 04:52:27 PM	17 Oct, 2025 01:37:02 PM	0:10:15	100	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		17 Oct, 2025 02:51:57 PM	17 Oct, 2025 03:02:48 PM	17 Oct, 2025 01:42:05 PM	0:11:52	85	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
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6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	95	External
6841808681			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 05:09:01 PM	17 Oct, 2025 05:27:25 PM	17 Oct, 2025 03:06:35 PM	0:09:45	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
684180840727	[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]	17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
684180840727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 04:53:02 PM	17 Oct, 2025 04:54:18 PM	17 Oct, 2025 12:51:33 PM	0:09:58	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
683113527195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 10:25:17 AM	17 Oct, 2025 10:32:49 AM	15 Oct, 2025 03:21:16 PM	0:10:10	100	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	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
684180833231	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180833231			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 07:04:45 PM	17 Oct, 2025 07:14:34 PM	17 Oct, 2025 12:18:27 PM	0:07:35	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180852557			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 04:23:13 PM	17 Oct, 2025 04:30:35 PM	17 Oct, 2025 01:55:24 PM	0:23:57	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	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
684180848363	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180848363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 02:16:34 PM	17 Oct, 2025 02:18:51 PM	17 Oct, 2025 01:37:20 PM	0:17:33	90	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	te		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	te.	17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180676804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 12:45:51 PM	17 Oct, 2025 12:54:17 PM	16 Oct, 2025 01:28:30 PM	0:09:56	95	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
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684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
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684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
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684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180900956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 06:21:54 PM	17 Oct, 2025 06:38:41 PM	17 Oct, 2025 05:05:56 PM	0:14:39	85	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	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
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
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684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
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684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
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684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
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684180705253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 11:30:49 AM	17 Oct, 2025 11:37:47 AM	16 Oct, 2025 03:11:38 PM	0:09:58	95	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
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684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180871231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 06:25:53 PM	17 Oct, 2025 06:35:19 PM	17 Oct, 2025 03:13:04 PM	0:10:39	70	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	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
684180806313	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180806313			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 10:39:30 AM	17 Oct, 2025 10:49:48 AM	16 Oct, 2025 09:57:45 PM	0:10:55	80	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			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		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			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		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			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		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180804969			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 12:37:30 PM	17 Oct, 2025 12:54:46 PM	16 Oct, 2025 09:44:47 PM	0:12:06	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
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684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	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
684180798904	[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]	17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
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684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
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684180798904			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 01:59:33 PM	17 Oct, 2025 02:07:34 PM	16 Oct, 2025 09:21:13 PM	0:13:18	90	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
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684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180865456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 03:53:47 PM	17 Oct, 2025 04:04:21 PM	17 Oct, 2025 02:56:35 PM	0:10:57	100	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	90	External
684180864140			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 06:21:05 PM	17 Oct, 2025 06:31:46 PM	17 Oct, 2025 02:46:54 PM	0:11:19	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
6841806307l9	[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	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			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	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			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	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			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	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841806307l9			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Oct, 2025 06:06:42 PM	17 Oct, 2025 06:14:15 PM	15 Oct, 2025 10:34:00 PM	0:11:24	85	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			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	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			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	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			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	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807689S4			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Oct, 2025 11:13:50 AM	17 Oct, 2025 11:29:13 AM	16 Oct, 2025 06:45:28 PM	0:10:55	95	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			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	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
6841807733Z8			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	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
684180773328	[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]	17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			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		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			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		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180773328			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 01:35:01 PM	17 Oct, 2025 02:36:16 PM	16 Oct, 2025 07:03:16 PM	0:13:29	85	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180835241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 01:45:58 PM	17 Oct, 2025 01:48:44 PM	17 Oct, 2025 12:27:25 PM	0:09:44	100	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			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		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			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		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			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		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	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
684180834136	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180834136			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 05:09:54 PM	17 Oct, 2025 05:15:39 PM	17 Oct, 2025 12:18:33 PM	0:12:13	75	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180861068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 04:35:07 PM	17 Oct, 2025 06:14:42 PM	17 Oct, 2025 03:07:05 PM	0:16:25	95	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
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684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	75	External
684180809706			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 03:19:46 PM	17 Oct, 2025 03:41:59 PM	16 Oct, 2025 10:10:36 PM	0:09:55	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
684180708067	[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]	17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
684180708067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 11:08:37 AM	17 Oct, 2025 11:09:19 AM	16 Oct, 2025 03:30:20 PM	0:09:09	100	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
683113484663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Oct, 2025 10:17:20 AM	17 Oct, 2025 10:22:51 AM	15 Oct, 2025 12:03:15 PM	0:12:32	95	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External

Master Contact	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
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684180858676	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Oct, 2025 03:09:19 PM	17 Oct, 2025 03:27:05 PM	17 Oct, 2025 02:18:22 PM	0:11:19	100	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	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 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	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 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	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 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181054282	CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Oct, 2025 05:53:39 PM	20 Oct, 2025 06:19:16 PM	20 Oct, 2025 01:42:47 PM	0:17:07	95	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	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 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	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 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652	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 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 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
684181056652	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181056652			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 03:16:27 PM	20 Oct, 2025 03:42:30 PM	20 Oct, 2025 01:42:35 PM	0:10:41	100	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			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 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			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 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			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 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181088285			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 08:52:45 PM	20 Oct, 2025 09:18:09 PM	20 Oct, 2025 03:51:48 PM	0:13:07	90	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		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 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT 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 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	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
684181056633	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181056633			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 04:24:03 PM	20 Oct, 2025 04:33:55 PM	20 Oct, 2025 01:47:25 PM	0:10:47	85	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			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 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			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 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			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 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
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684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181059391			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 05:07:40 PM	20 Oct, 2025 05:46:51 PM	20 Oct, 2025 02:04:10 PM	0:15:46	75	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		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 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
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684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
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684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
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684181057222			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	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
684181057222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181057222		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 04:50:18 PM	20 Oct, 2025 04:59:29 PM	20 Oct, 2025 01:49:18 PM	0:06:46	55	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		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 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		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 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		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 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
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684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
684181096477		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 05:40:25 PM	20 Oct, 2025 05:48:59 PM	20 Oct, 2025 04:28:19 PM	0:08:20	70	External
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684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
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684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
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684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
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684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
684181050715		CTE_Credit		Alorica - CT 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 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	100	External
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684181050715		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 02:24:56 PM	20 Oct, 2025 02:48:02 PM	20 Oct, 2025 01:29:58 PM	0:21:52	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
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684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT 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 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
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684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181106760			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 06:19:54 PM	20 Oct, 2025 07:09:43 PM	20 Oct, 2025 05:01:20 PM	0:11:55	70	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		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 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
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684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
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684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT 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 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181060866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 02:54:18 PM	20 Oct, 2025 03:20:35 PM	20 Oct, 2025 02:03:57 PM	0:16:21	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		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 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	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
684181127243	[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 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT 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 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181127243			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 11:00:46 PM	20 Oct, 2025 11:07:29 PM	20 Oct, 2025 06:11:10 PM	0:09:14	100	External
684181113956			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 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			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 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			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 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			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 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			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 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181113956			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 05:16:16 PM	20 Oct, 2025 05:42:45 PM	20 Oct, 2025 04:05:35 PM	0:11:00	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		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 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
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684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT 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 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	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
684181048729	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
684181048729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 01:52:34 PM	20 Oct, 2025 02:19:12 PM	20 Oct, 2025 01:19:09 PM	0:18:46	90	External
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684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		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 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT 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 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
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684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181157343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 09:35:52 PM	20 Oct, 2025 10:01:40 PM	20 Oct, 2025 07:40:39 PM	0:13:51	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			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 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			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 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			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 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181060154			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 04:14:57 PM	20 Oct, 2025 04:27:48 PM	20 Oct, 2025 01:41:57 PM	0:13:26	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	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
684181120648	[redacted]	[redacted]	CTE_Credit_Disco	[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 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			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 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			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 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181120648			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 06:53:29 PM	20 Oct, 2025 08:42:27 PM	20 Oct, 2025 05:57:17 PM	0:14:01	90	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			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 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			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 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			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 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181099870			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 06:06:37 PM	20 Oct, 2025 06:20:10 PM	20 Oct, 2025 03:26:37 PM	0:09:35	70	External
684181043470			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 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470			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 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	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
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_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		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_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		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181043470		CTE_Credit_Payment_Span		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 02:43:33 PM	20 Oct, 2025 03:02:35 PM	20 Oct, 2025 12:11:17 PM	0:11:58	70	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		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		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		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		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		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		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181060235		CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 03:25:32 PM	20 Oct, 2025 03:47:19 PM	20 Oct, 2025 02:05:04 PM	0:16:24	95	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		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		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233		CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	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
684181042233	[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	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			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 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181042233			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Oct, 2025 02:16:41 PM	20 Oct, 2025 02:31:06 PM	20 Oct, 2025 12:01:47 PM	0:10:11	90	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		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 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
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684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
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684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT 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 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181093866			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Oct, 2025 06:03:07 PM	20 Oct, 2025 06:09:40 PM	20 Oct, 2025 04:11:56 PM	0:09:42	85	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		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 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
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684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
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684181042579			CTE_Credit		Alorica - CT 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 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	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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684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181042579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 04:38:51 PM	20 Oct, 2025 05:03:34 PM	20 Oct, 2025 12:29:45 PM	0:12:40	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		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 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
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684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT 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 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181089446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 07:24:33 PM	20 Oct, 2025 07:38:26 PM	20 Oct, 2025 03:57:50 PM	0:12:25	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		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 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
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684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT 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 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181086247			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Oct, 2025 05:17:56 PM	20 Oct, 2025 05:26:53 PM	20 Oct, 2025 03:50:46 PM	0:09:22	95	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		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 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	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
684181098085	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
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684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT 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 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181098085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 01:38:58 PM	21 Oct, 2025 02:07:52 PM	20 Oct, 2025 04:34:42 PM	0:19:57	100	External
684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
684181211304			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 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
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684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
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684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
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684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
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684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
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684181211304			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 10:18:36 AM	21 Oct, 2025 10:39:16 AM	20 Oct, 2025 09:17:07 PM	0:12:41	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
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684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	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
684181089137	[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]	21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			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 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181089137			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 10:40:47 AM	21 Oct, 2025 11:09:54 AM	20 Oct, 2025 02:54:17 PM	0:13:44	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		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 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT 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 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181243738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 02:35:08 PM	21 Oct, 2025 02:50:39 PM	21 Oct, 2025 01:24:44 PM	0:11:40	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			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 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			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 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			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 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	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
684181123389	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181123389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 03:10:59 PM	21 Oct, 2025 03:40:44 PM	20 Oct, 2025 06:04:40 PM	0:20:01	95	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		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 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT 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 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181256511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 03:59:14 PM	21 Oct, 2025 04:07:23 PM	21 Oct, 2025 02:29:04 PM	0:09:34	100	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		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 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT 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 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
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684181154155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	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
684181154155	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	21 Oct, 2025 10:37:35 AM	21 Oct, 2025 10:47:04 AM	20 Oct, 2025 07:28:46 PM	0:19:04	90	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		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 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT 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 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181242044			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 04:02:37 PM	21 Oct, 2025 04:20:56 PM	21 Oct, 2025 01:12:43 PM	0:11:46	100	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		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 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ver	21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT 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 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181158665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 11:41:42 AM	21 Oct, 2025 03:14:41 PM	20 Oct, 2025 07:41:35 PM	0:09:22	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		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 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	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
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT 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 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181254505			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 03:40:34 PM	21 Oct, 2025 03:47:03 PM	21 Oct, 2025 02:01:48 PM	0:09:32	85	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			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 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			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 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			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 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181042936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 01:43:37 PM	21 Oct, 2025 02:06:12 PM	20 Oct, 2025 12:08:59 PM	0:08:09	95	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	100	External
684181118355			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 05:48:46 PM	21 Oct, 2025 05:49:19 PM	20 Oct, 2025 05:41:42 PM	0:13:06	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
684181147202	[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]	21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		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 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT 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 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181147202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 11:54:51 AM	21 Oct, 2025 12:13:43 PM	20 Oct, 2025 07:08:12 PM	0:11:07	65	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		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 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT 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 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181060405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 01:47:38 PM	21 Oct, 2025 01:55:17 PM	20 Oct, 2025 02:02:24 PM	0:12:05	90	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	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
684181245593	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			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		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			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		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			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		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181245593			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 03:02:02 PM	21 Oct, 2025 03:18:21 PM	21 Oct, 2025 12:50:22 PM	0:13:22	95	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		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 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT 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 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181244057			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 02:31:26 PM	21 Oct, 2025 03:06:19 PM	21 Oct, 2025 01:26:22 PM	0:15:38	100	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
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684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	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
684181180025	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT 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 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181180025			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 01:06:51 PM	21 Oct, 2025 01:18:11 PM	20 Oct, 2025 08:38:15 PM	0:20:28	85	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		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 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT 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 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181181942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 Oct, 2025 01:26:45 PM	21 Oct, 2025 01:30:42 PM	20 Oct, 2025 08:59:49 PM	0:06:59	95	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		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 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	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
684181374901	[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 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
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684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181374901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Oct, 2025 03:33:18 PM	22 Oct, 2025 04:51:23 PM	21 Oct, 2025 10:26:16 PM	0:11:00	90	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
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684181461559			CTE_Credit		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 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT 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 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
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684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181461559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Oct, 2025 05:04:23 PM	22 Oct, 2025 05:10:10 PM	22 Oct, 2025 04:14:59 PM	0:06:44	100	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		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 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT 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 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	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
684181481627	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181481627			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 Oct, 2025 06:43:01 PM	22 Oct, 2025 07:08:20 PM	22 Oct, 2025 06:05:47 PM	0:14:49	90	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		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 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT 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 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
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684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181622163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 05:54:19 PM	23 Oct, 2025 06:00:11 PM	23 Oct, 2025 04:33:05 PM	0:12:32	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		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 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT 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 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181618521			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 08:00:01 PM	23 Oct, 2025 08:07:35 PM	23 Oct, 2025 04:21:46 PM	0:11:25	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	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
684181415114	[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]	23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT 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 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181415114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 03:30:27 PM	23 Oct, 2025 03:40:13 PM	22 Oct, 2025 01:28:25 PM	0:11:38	95	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			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		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			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		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			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		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181509440			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 06:58:04 PM	23 Oct, 2025 07:03:58 PM	22 Oct, 2025 07:52:26 PM	0:13:29	80	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		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 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	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
684181622946	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT 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 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181622946			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 06:24:36 PM	23 Oct, 2025 06:32:02 PM	23 Oct, 2025 04:47:08 PM	0:11:34	90	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	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 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT 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 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 09:07:06 PM	23 Oct, 2025 09:17:10 PM	22 Oct, 2025 02:17:55 PM	0:08:56	55	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit	Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	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
684181431600	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181431600			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 08:46:12 PM	23 Oct, 2025 08:55:47 PM	22 Oct, 2025 02:17:55 PM	0:08:56	100	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		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 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT 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 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181582855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 04:21:02 PM	23 Oct, 2025 04:29:39 PM	23 Oct, 2025 01:53:07 PM	0:09:56	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		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 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT 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 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181499112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 03:12:51 PM	23 Oct, 2025 03:43:52 PM	22 Oct, 2025 07:00:32 PM	0:13:47	85	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		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 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	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
684181534964	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT 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 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181534964			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 Oct, 2025 03:45:11 PM	23 Oct, 2025 03:57:33 PM	22 Oct, 2025 08:42:05 PM	0:18:40	50	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
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684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
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684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
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684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
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684181741429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 04:15:16 PM	24 Oct, 2025 04:21:27 PM	24 Oct, 2025 01:31:31 PM	0:10:51	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	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
684181676060	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
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684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181676060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 11:19:23 AM	24 Oct, 2025 11:47:05 AM	23 Oct, 2025 07:54:35 PM	0:14:27	95	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181129447			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 05:40:10 PM	24 Oct, 2025 06:02:59 PM	20 Oct, 2025 06:19:13 PM	0:21:12	100	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	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
684181409314	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181409314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 05:52:26 PM	24 Oct, 2025 06:08:27 PM	22 Oct, 2025 12:52:22 PM	0:08:30	95	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		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 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT 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 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
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684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181831808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Oct, 2025 09:00:30 PM	26 Oct, 2025 09:15:05 PM	24 Oct, 2025 07:02:21 PM	0:06:41	90	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			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		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			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		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			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		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181588562			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	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
684181588562	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	24 Oct, 2025 01:09:46 PM	24 Oct, 2025 04:23:05 PM	23 Oct, 2025 02:27:33 PM	0:06:44	85	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181703244			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 07:28:08 PM	24 Oct, 2025 07:48:17 PM	23 Oct, 2025 11:13:27 PM	0:19:40	90	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181704086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 01:41:25 PM	24 Oct, 2025 04:31:55 PM	23 Oct, 2025 11:20:08 PM	0:15:12	85	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	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
684181711175	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684181711175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 01:11:49 PM	24 Oct, 2025 01:37:25 PM	23 Oct, 2025 09:47:49 PM	0:21:15	100	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180833231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 08:17:11 PM	24 Oct, 2025 08:24:55 PM	17 Oct, 2025 12:18:27 PM	0:07:35	95	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	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
684180797008	[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]	24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684180797008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 04:24:07 PM	24 Oct, 2025 04:35:24 PM	16 Oct, 2025 09:11:35 PM	0:08:11	100	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181768707			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 05:22:30 PM	24 Oct, 2025 05:33:05 PM	24 Oct, 2025 03:30:55 PM	0:10:18	85	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		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 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website 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 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT 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 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	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
684181787815	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181787815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		26 Oct, 2025 09:51:15 PM	26 Oct, 2025 10:17:18 PM	24 Oct, 2025 04:32:25 PM	0:08:51	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181755035			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 06:18:09 PM	24 Oct, 2025 06:25:07 PM	24 Oct, 2025 02:28:46 PM	0:06:59	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181734621			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 Oct, 2025 04:43:28 PM	24 Oct, 2025 04:54:36 PM	24 Oct, 2025 12:28:43 PM	0:07:52	95	External
684181668543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 Oct, 2025 07:54:49 PM	24 Oct, 2025 08:04:38 PM	23 Oct, 2025 07:22:30 PM	0:13:44	75	External
684181668543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 Oct, 2025 07:54:49 PM	24 Oct, 2025 08:04:38 PM	23 Oct, 2025 07:22:30 PM	0:13:44	75	External
684181668543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		24 Oct, 2025 07:54:49 PM	24 Oct, 2025 08:04:38 PM	23 Oct, 2025 07:22:30 PM	0:13:44	75	External
684181668543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 Oct, 2025 07:54:49 PM	24 Oct, 2025 08:04:38 PM	23 Oct, 2025 07:22:30 PM	0:13:44	75	External